

Request for Proposal
Reference No.: RfP-17/01496

**Company to provide Travel Management Services to UN
WOMEN in Moldova and its Programmes**

13 April 2017

Dear Sir/Madam,

Subject: Request for Proposal (RFP) for Company to provide Travel Management Services to UN WOMEN in Moldova and its Programmes

1. The United Nations Entity for Gender Equality and the Empowerment of Women (UN Women) plans to contract a Company to provide *Travel Management Services* as described in this Request for Proposal and its related annexes. UN Women now invites sealed proposals from qualified proposers for providing the requirements as defined in these documents.
2. In order to prepare a responsive proposal, you must carefully review, and understand the contents of the following documents:
 - i. This letter and the included Proposal Instruction Sheet (PIS)
 - ii. Instructions to Proposers (Annex 1)
 - iii. Terms of Reference (TOR) (Annex 2)
 - iv. Evaluation Methodology and Criteria (Annex 3)
 - v. Format of Technical Proposal (Annex 4)
 - vi. Format of Financial Proposal (Annex 5)
 - vii. Proposal Submission Form (Annex 6)
 - viii. Voluntary Agreement for Promoting Gender Equality in the Workplace (Annex 7)
 - ix. Proposed Model Form of Contract (Annex 8)
 - x. General Conditions of Contract (Annex 9)
 - xi. Submission Checklist (Annex 10)
3. The Proposal Instruction Sheet (PIS) -below- provides the requisite information (with cross reference numbers) which is further detailed in the Instructions to Proposers (Annex 1).

PROPOSAL INSTRUCTION SHEET (PIS)

Detailed Instruction governing below listed summary of the “instructions to proposers” are available in the Annex 1 (“Instruction to Proposers”) accessible from this <http://www.unwomen.org/~media/commoncontent/procurement/rfp-instructions-en.pdf>

Cross Ref. to Annex I	Instruction to Proposers	Specific Requirements as referenced in Annex I
4.2	Deadline for Submission of Proposals	<p>Date and Time: April 28, 2017 11:59 PM</p> <p>(for local time reference, see www.greenwichmeantime.com)</p> <p>City and Country: Chisinau, Republic of Moldova</p> <p>This is an absolute deadline, proposal received after this date and time will be disqualified.</p>
4.1	Manner of Submission	<p><input checked="" type="checkbox"/> Personal Delivery/ Courier mail/ Registered Mail</p> <p><input checked="" type="checkbox"/> Electronic submission of Proposal</p>
4.1	Address for Proposal Submission	<p>Personal Delivery/ Courier mail/ Registered Mail:</p> <p>UN Women Moldova 131, 31 August 1989 Street MD-2012 Chisinau Republic of Moldova Attention: Registry Office/Procurement</p> <p>Electronic submission of Proposal:</p> <p><input checked="" type="checkbox"/> Official Address for e-submission: tenders-Moldova@undp.org</p> <p><input checked="" type="checkbox"/> Free from virus and corrupted files</p> <p><input checked="" type="checkbox"/> Format: PDF files only, password protected</p> <p><input checked="" type="checkbox"/> Password <u>must</u> not be provided to UN Women until the date and time of Bid Opening as indicated in No. 4.2</p> <p><input checked="" type="checkbox"/> Max. File Size per transmission: 5 MB</p> <p><input checked="" type="checkbox"/> Max. No. of transmission: 5 (five) for technical proposal and 1 (one) for financial proposal</p> <p><input checked="" type="checkbox"/> No. of copies to be transmitted: 1 (one)</p> <p><input checked="" type="checkbox"/> Mandatory subject of email for the Technical Proposal: “Technical Proposal for RfP17/01496: Company to provide Travel Management Services to UN WOMEN in Moldova and its Programmes”</p> <p><input checked="" type="checkbox"/> Mandatory subject of email for the Financial Proposal: “Financial Proposal for RfP17/01496: Company to provide Travel Management Services to UN WOMEN in Moldova and its Programmes”</p> <p><input checked="" type="checkbox"/> Time Zone to be Recognized: Moldova (GMT+2:00)</p> <p>Proposals should be submitted to the designated address by the date and time of the deadline given.</p>

Cross Ref. to Annex I	Instruction to Proposers	Specific Requirements as referenced in Annex I
3.1	Language of the Proposal:	<input checked="" type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish <input type="checkbox"/> Others:
3.4.2	Proposal Currencies	<input checked="" type="checkbox"/> United States Dollars (US\$) <input type="checkbox"/> Euro <input type="checkbox"/> Moldovan Lei Reference date for determining United Nations Operational Rates of Exchange: 28 April 2017
3.5	Proposal Validity Period commencing after the deadline for submission of proposals (see 4.2 above)	60 days
2.4	Clarifications of solicitation documents	Requests for clarification shall be submitted 5 days before the deadline for submission of proposal.
	Contact address for requesting clarifications on the solicitation documents	Requests for clarification should be addressed to the e-mail address: elena.ceropita@unwomen.org Clarification emails should include a subject header in the following format: “UNW RFP Reference #, Request for Clarification, Company/Contractor Name” Proposers must not communicate with any other personnel of UN Women regarding this RFP. <u>This Email Address is for clarifications ONLY.</u> <u>IMPORTANT: Do not send or copy the e-mail address above while submitting a proposal. Doing so will disqualify your proposal.</u>

4. The Proposer will be selected based on the Evaluation Methodology and Criteria indicated in Annex 3.
5. This letter is not to be construed in any way as an offer to contract with your organization.

Yours sincerely,

Galina Corgoja,
Operations Manager
UN WOMEN Moldova

ANNEX 1

RFP Instructions to Proposers

Table of Contents

1	INTRODUCTION	6
1.1	General.....	6
1.2	Eligible Proposers	7
1.3	Cost of Proposal	7
2	SOLICITATION DOCUMENTS	7
2.1	Contents of Solicitation Documents.....	7
2.2	Proposers' Responsibility to Inform Themselves	7
2.3	Errors or Omissions	8
2.4	Clarification of Solicitation Documents	8
2.5	Pre-Proposal Meeting	8
2.6	Amendments of Solicitation Documents	8
3	PREPARATION OF PROPOSALS	9
3.1	Language of the Proposal.....	9
3.2	Documents Comprising the Proposal	9
3.3	Technical Proposal	9
3.4	Financial Proposal	10
3.5	Proposal Validity Period	10
3.6	Format and Signing of Proposals.....	10
3.7	Payment	10
3.8	Joint Venture, Consortium/Association	10
3.9	Proposal Security.....	11
4	SUBMISSION OF PROPOSALS	11
4.1	Sealing and Marking of Proposals	11
4.2	Deadline for submission of Proposals	12
4.3	Modification and Withdrawal of Proposals	13
5	OPENING AND EVALUATION OF PROPOSALS	13
5.1	Opening of Proposals	13
5.2	Confidentiality & Briefings	13
5.3	Clarification without Material Deviation.....	13
5.4	Preliminary Examination	13
6	EVALUATION METHODOLOGY AND CRITERIA	14
7	AWARD OF CONTRACT	14
7.1	Award criteria.....	14
7.2	UN Women Procurement practitioner's right to vary quantity at time of award	14
7.3	Signing of the contract	15
7.4	Vendor Protest	15
	TERMS OF REFERENCE	16
	Project: UN WOMEN CO and Projects.....	16
	Location: Chisinau, Republic of Moldova	16
	Period: May 15 – December 31, 2017, with possible extension	16
	Organizer: UN Women	16
	Participants: UN WOMEN personnel, consultants, Government representatives and counterparts,.....	16
	or other entities;	16
	EVALUATION METHODOLOGY AND CRITERIA	22
	FORMAT OF TECHNICAL PROPOSAL	24
	FORMAT OF FINANCIAL PROPOSAL	27
	PROPOSAL SUBMISSION FORM	28
	VOLUNTARY AGREEMENT	29
	PROPOSED MODEL OF CONTRACT	30
	GENERAL CONDITIONS OF CONTRACT	33
	SUBMISSION CHECKLIST	34

1 INTRODUCTION

1.1 General

- a) Proposers are invited to submit a proposal for the goods/services/works described in the Terms of Reference (TOR) (Annex 2), in accordance with these solicitation documents in the form of a Request for Proposal (RFP). All correspondence in relation to this RFP shall be sent to the contact address referenced in the Proposal Instruction Sheet (PIS) found in the Invitation Letter.
- b) Proposers must strictly adhere to all the requirements of the RFP. No changes, substitutions or other alterations to the requirements stipulated in the RFP may be made unless in writing by UN Women.
- c) Submission of a proposal shall be deemed as an acknowledgement by the proposer that all obligations stipulated by the RFP will be met and, unless specified otherwise, the proposer has read, understood and agreed to all the instructions in and requirements of the RFP. The proposer also confirms that any due diligence regarding the legal review and ability to be compliant to all contract terms and conditions has been undertaken prior to the submission of offer. Submission of an offer will be confirmation of accepting the UN Women General Conditions of Contract and the contract model annexed to the RFP.
- d) Any proposal submitted will be regarded as an offer by the proposer and does not constitute or imply the acceptance of any proposal by UN Women. No binding contract, including a process contract or other understanding or arrangement will exist between the proposer and UN Women. Nothing in or in connection with this RFP shall give rise to any liability on the part of UN Women unless and until the contract is signed by UN Women and the successful proposer. UN Women is under no obligation to award a contract to any proposer as a result of the RFP.
- e) UN Women may, at its discretion, cancel the requirement in part or in whole.
- f) UN Women implements a policy of zero tolerance on proscribed practices, including fraud¹, corruption², collusion³, unethical practices⁴, and obstruction⁵. UN Women is committed to preventing, identifying and addressing all acts of fraud and corrupt practices against UN Women as well as third parties involved in UN Women activities. UN Women therefore:
 - a. will reject a proposal to award a contract if it determines that a vendor recommended for award has engaged in corrupt practices in competing for the contract in question;
 - b. will declare a vendor ineligible, either indefinitely or for a stated period of time, to become a UN registered vendor if it at any time determines that the vendor has engaged in corrupt practices in competing for or in executing a UN Women contract;
 - c. will cancel or terminate a contract if it determines that a vendor has engaged in corrupt practices in competing for or in executing a UN Women contract;
 - d. will normally requires a UN Women vendor to allow UN Women, or any person that UN Women may designate, to inspect or carry out audits of the vendor's accounting records and financial statements in connection with the contract.
- g) All Proposers must adhere to the [UN Supplier Code of Conduct](http://www.un.org/depts/ptd/pdf/conduct_english.pdf), which may be found at this link: http://www.un.org/depts/ptd/pdf/conduct_english.pdf
- h) Information relating to the examination, evaluation, and comparison of Proposals and the recommendation of contract award shall be treated with appropriate confidentiality. Except as otherwise set out herein, UN Women shall not disclose information to Proposers or any other persons not officially concerned with such process, even after publication of the contract award.

¹ any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead thereby enabling a proposer to obtain a financial or other benefit or to avoid an obligation;

² offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of the Procuring UN Women Entity;

³ an arrangement between two or more proposers designed to achieve an improper purpose, including to influence improperly the actions of the Procuring UN Women Entity;

⁴ behavior that constitutes a conflict of interest, or that is contrary to the policies and requirements of doing business with UN Women, including but not limited to post-employment and gifts and hospitality provisions;

⁵ deliberately destroying, falsifying, altering or concealing of evidence material to an investigation or making false statements to investigators in order to materially impede UN Women investigation into allegations of a corrupt, fraudulent, coercive or collusive practice, and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing an investigation

1.2 Eligible Proposers

This RFP is open to all international and national organizations that can provide the requested goods/services/works, and are legally constituted or represented in the procuring country. A Proposer may be a private, public or government-owned legal entity or any combination of them in the form of associations(s) including joint ventures or consortiums with a formal intent to enter into an agreement.

In support of UN Women's mandate, proposal submissions from women-led/owned organizations or companies with 51% or more employment of women and from developing countries are encouraged. UN Women also expects vendors to engage in responsible practices, and highly recommends proposers to participate in the UN Global Compact <https://www.unglobalcompact.org/participation>.

Proposers should not have been engaged, directly or indirectly, in the preparation of any part of this RFP document or Annexes.

Proposer shall not be eligible to submit a proposal when at the time of proposal submission:

- a) Proposer is suspended by UN Women, or, the UN Procurement Division (UNPD);
- b) Proposer has been declared ineligible by the World Bank;
- c) Proposer is on the lists maintained by the Security Council of individuals and entities subject to the sanctions measures by General Assembly resolutions 1267 (1999), 1333 (2000), 1390 (2002), as reiterated in resolutions 1455 (2003), 1526 (2004), 1617 (2005), 1735 (2006), 1822 (2008), 1904 (2009), 1989 (2011) and 2083 (2012). UN 1267 is Terrorist list issued by the Security Council that establishes a sanction regime to cover individuals and entities associated with Al-Qaida and/or the Taliban;
- d) Proposer has any pending disputes or litigation with United Nations organizations, specialized agencies or any of its member states;
- e) Proposer has engaged in any money-laundering activities, which includes, but is not limited to: any transaction involving the transfer, disbursement, transportation, transmission, or exchange of funds (including wire transfers and currency exchanges) by any means.
- f) Proposers are not legally constituted or registered under existing law or regulations for doing business in their own and/or the beneficiary's country. And if requested by UN Women, proposer has not submitted copies of supporting documentation defining, for example, the constitution or legal status, place of registration, and principal place of business of the proposer, as required; or
- g) Proposer has a conflict of interest. Proposer may be considered to have a conflict of interest with one or more parties in this solicitation process, if they are or have been engaged directly or indirectly in the preparation of any part of this RFP (including, but not limited to the design, specifications, and Annex documents)s.

1.3 Cost of Proposal

The proposer shall bear all costs of preparing and submitting a proposal, attendance at any pre-proposal conference, meetings or oral presentations. UN procuring entities will in no case be responsible or liable for such costs, regardless of the conduct or outcome of the solicitation process. The proposer shall not in any way include these as a direct cost of the assignment.

2 SOLICITATION DOCUMENTS

2.1 Contents of Solicitation Documents

Proposals must offer the services for the total requirement; proposals offering only part of the services will be rejected unless the option of submitting a proposal for any or all lot/s of the requirement has been expressly stated in the terms of reference/statement of work.

2.2 Proposers' Responsibility to Inform Themselves

Proposers shall be responsible to inform themselves in preparing their proposal. In this regard, proposers shall ensure that they:

- a) Review the solicitation documents to ensure they have a complete copy;
- b) Examine and fully inform themselves in relation to all aspects of the solicitation documents, including the proposed model form of contract and all documents included or referred to in the RFP;
- c) Obtain and examine all other information relevant to the goods/services/works and the TOR available on reasonable enquiry;
- d) Verify all relevant representations, statements and information, including those contained or referred to in the RFP or made orally during any clarification meeting or any discussion with UN Women, its employees or agents;

- e) Attend any Pre-Proposal Meeting that is mandatory under this RFP;
- f) Fully inform and satisfy themselves as to the requirements of any relevant authorities and laws that apply or may in the future apply to the provision of the requested goods/services/works; and
- g) Form their own assessment of the nature and extent of the goods/services/works requested and properly account for all the services in their proposal.

Proposers acknowledge and agree that the RFP does not purport to contain all relevant information in relation to the goods/services/works and is provided solely on the basis that proposers shall be responsible for making their own assessment of the matters referred to in the RFP, including the contract.

Proposers acknowledge that they have not relied upon any information not included in this RFP, and that UN Women, its employees, and agents made no representations or warranties (express or implied) as to the accuracy, decency or completeness of this RFP or any other information provided to the proposers.

Failure to comply with solicitation documents are at the proposer's risk and may affect the evaluation of their submitted proposal.

2.3 Errors or Omissions

Proposers shall immediately notify UN Women in writing with full detail of any ambiguities, errors, omissions, discrepancies, inconsistencies, or other fault in any part of the RFP.

Proposers shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.

2.4 Clarification of Solicitation Documents

Any request for clarification of the RFP Documents must be sent in writing at the mailing address indicated in the PIS. UN Women will respond in writing and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all prospective proposers via the method indicated in the PIS. Responses to clarification requests will be binding on all proposers.

2.5 Pre-Proposal Meeting

Unless otherwise instructed in writing by UN Women, a Pre-Proposal Meeting will only be held if stated in the PIS, at the time and place and in accordance with any instructions indicated in the PIS;

If the PIS states that a Pre-Proposal Meeting shall be mandatory, a proposer who does not attend the Pre-Proposal Meeting shall be ineligible to submit a proposal under this RFP.

Information about representatives of proposers who will attend the Pre-Proposal Meeting shall be submitted in writing by the proposers to the UN Women contact person as listed in the PIS, including the full name and position of each representative at least 48 hours before the Pre-Proposal Meeting is to be held.

UN Women will not issue any formal answers to question from proposers regarding the RFP or proposal submission or evaluation process during the Pre-Proposal Meeting. All questions shall be submitted in accordance with Article 2.4.

The Pre-Proposal Meeting shall be conducted for the purpose of providing background information only. Without limiting Article 2.5, proposers shall not rely upon any information, statement or representation made at the Pre-Proposal Meeting unless that information, statement or representation is confirmed by UN Women in writing.

UN Women shall prepare minutes of the Pre-Proposal Meeting and shall communicate them in writing in the form indicated on the PIS to all proposers who received the solicitation documents from UN Women shortly after the Pre-Proposal Meeting.

2.6 Amendments of Solicitation Documents

At any time prior to the deadline for submission of proposals, the UN Women procurement practitioner may, for any reason, amend the solicitation documents.

Prospective proposers will be notified in writing of all amendments to the solicitation documents. In cases where the RFP is posted on the UN Women website, all prospective proposers are requested to frequently check the UN Women procurement notices website at <http://www.unwomen.org/en/about-us/procurement>.

In order to afford prospective proposers reasonable time, the UN Women procurement practitioner may, at its discretion, extend the deadline for the submission of proposals, in accordance with [Clause 4.2](#).

3 PREPARATION OF PROPOSALS

3.1 Language of the Proposal

The proposals and all correspondence and documents relating to the proposal shall be written in the **English language**, unless otherwise indicated in the Proposal Instruction Sheet (PIS). Any printed literature furnished by the Bidder may be written in another language so long as it is accompanied by an English translation of its pertinent passages. In this case, for purposes of interpretation of the bid, the **English Translation** shall govern.

3.2 Documents Comprising the Proposal

The proposer is required to complete, sign, and submit the following documents:

- a) *Proposal submission form*. Duly signed and dated with the proper authorization for the person signing the proposal, indicated by written power of attorney;
- b) *Technical Proposal* in accordance with the format in Annex 4 and corresponding clauses of these instructions, including documentation to demonstrate that the proposer meets all requirements (including eligibility);
- c) *Voluntary Agreement for Promoting Gender Equality and Women's Empowerment (optional)*;
- d) *Joint Venture, Consortium/Associations Form*.
 - In the case of a joint venture, consortium/association, the relevant form indicated in the invitation letter must be completed, signed and submitted along with the Technical Proposal;
 - All parties to the Joint Venture (JV) shall be jointly and severally liable, and
 - The JV shall nominate a representative who shall have the authority to conduct all businesses: for and on behalf of any and all the parties of the JV during the bidding process; and in the event the JV is awarded the contract, during the contract execution.
- e) *Financial Proposal* in accordance with the format in Annex 5 and corresponding clauses of these instructions;
- f) *Proposal Security* (if applicable);
- g) *Performance security* (if applicable); and
- h) *Release and Waiver of Liability Form* (if applicable).

3.3 Technical Proposal

The technical component of the proposal should be concisely presented and structured in the format contained in Annex 4, "Format of Technical Proposal".

3.3.1 Expertise and Capability of Proposer

In order to provide corporate orientation, the proposer shall provide all relevant support documentation including the proposer's entity profile information; proposer's entity legal registration certificates; reference list of similar projects; and any other appropriate documents.

3.3.2 Proposed work plan and approach

The proposer shall demonstrate its responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, proposed warranty; and demonstrating how the proposed methodology meets or exceeds the specifications.

3.3.3 Resource Plan, key personnel

The proposer should fully explain its availability of resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe the proposer's current capabilities/facilities and any plans for their expansion.

The Technical Proposal should not contain any pricing information whatsoever on the goods/services/works offered. Pricing information shall be separated and only contained in the appropriate Financial Proposal.

It is mandatory that the proposer's proposal numbering system crossreferences the numbering system used in the "Format of Technical Proposal," Annex 4.

References to supporting documentation, including descriptive material and brochures should be included in the text of the proposal and the supporting documentation attached as annexes to the proposal. Any information which the proposer considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text. Proprietary

information will remain internally as part of the confidential procurement process only and will be redacted if a document containing such information is published publicly.

3.4 Financial Proposal

3.4.1 Proposal prices

The proposer shall indicate in an appropriate Financial Proposal, the format included as Annex 5, the prices of goods/services/works it proposes to supply under the contract.

3.4.2 Proposal currencies

Prices in the Financial Proposal shall be quoted in the currency indicated in the PIS. For comparison and evaluation purposes, UN Women will convert the figures contained in the Financial Proposal into USD at the official applicable UN rate of exchange on the closing date of the RFP. Proposals with no fixed price will be disqualified and will not be considered for evaluation.

3.5 Proposal Validity Period

All proposals shall remain valid and open for acceptance for a period instructed in the PIS form after the date specified for receipt of proposals. A proposal valid for a shorter period may be rejected. In exceptional circumstances, UN Women may solicit the proposer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A proposer granting the request will not be required nor permitted to modify its proposal.

3.6 Format and Signing of Proposals

The Proposal shall be typed or written in indelible ink and shall be signed by the proposer or a person or persons duly authorized to bind the proposer to the contract.

A proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the proposer, in which case such corrections shall be initialed by the person or persons signing the proposal.

3.7 Payment

UN Women shall effect payments to the contractor for the performances of services rendered or good delivered to the satisfaction of UN Women. Advance payments may not be made unless in exceptional circumstances and with appropriate authorization. Any request for advance payment should be justified and documented and submitted in the Financial Proposal. In such cases, UN Women will normally require a Performance Security.

3.8 Joint Venture, Consortium/Association

If the proposer is a group of legal entities that will form or have formed a joint venture, consortium/association at the time of the submission of the proposal, they shall confirm in their proposal that:

- a) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the joint venture, consortium/association jointly and severally, and this shall be duly evidenced by the respective entitled document among the legal entities, which shall be submitted along with the proposal; and
- b) if they are awarded the contract, the contract shall be entered into, by and between UN Women and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, consortium/association. The composition or the constitution of the joint venture, consortium/association shall not be altered without the prior consent of UN Women.

After the proposal has been submitted to UN Women, the lead entity identified to represent the joint venture, consortium/association shall not be altered without the prior written consent of UN Women. Furthermore, neither the lead entity nor the member entities of the joint venture, consortium/association may submit another proposal, either in its own capacity; nor as a lead entity or a member entity for another joint venture, consortium/association submitting another proposal.

The description of the organization of the joint venture, consortium/association must clearly define the expected role of each of the entity in the partnership in delivering the requirements of the RFP, both in the proposal and the joint venture, consortium/association. All entities that comprise the partnership shall be subject to the eligibility and qualification assessment by UN Women.

Where a joint venture, consortium/association is presenting its track record and experience in a similar undertaking as those required in the RFP, it should present such information in the following manner:

- a) Those that were undertaken together by the joint venture, consortium/association; and
- b) Those that were undertaken by the individual entities of the joint venture, consortium/association expected to be involved in the performance of the services defined in the RFP.

Previous contracts completed by persons working in an individual capacity but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the joint venture, consortium/association or those of its members, but should only be claimed by the individual themselves in their presentation of their individual credentials.

3.9 Proposal Security

Where a Proposal Security is required, the Proposal Security shall be submitted in original and included along with the Technical Proposal, in the manner and for the amount indicated in the PIS. UN Women reserves the right to liquidate the Proposal Security, in the event of any or a combination of the following conditions:

- a) If the proposer withdraws its proposal after the deadline for submission, or;
- b) In the case the successful proposer fails to:
 - a. Sign the contract resulting from this RFP process in accordance with the terms and conditions set forth in this RFP (and within the timeframe required for signature), including if applicable, for variation of requirement, as per RFP Clause 7.2; or
 - b. Furnish Performance Security, comply with insurances requirements, or other documents that UN Women may require as a condition to rendering the effectivity of the contract that may be awarded to the proposer.

UN Women may reject the proposal in its entirety if the Proposal Security amount is found to be less than what is required by UN Women as indicated in the PIS.

The Proposal Security shall be issued by a regulated financial institution such as banks certified by the central bank of the country where the bank is located in the case of a banking institution. UN Women may, at its discretion, reject any Proposal Security that does not comply with this requirement.

The Proposal Security shall remain valid throughout the proposal validity period. After which the Proposal Security will automatically become null and void, unless a dispute arises in relation to the Proposal Security.

Proposal Security of unsuccessful proposers shall be returned. Unsuccessful proposers shall organize with UN Women to collect their Proposal Security. UN Women will make this available to proposers within fifteen days after UN Women and the successful proposer have entered into the contract.

4 SUBMISSION OF PROPOSALS

4.1 Sealing and Marking of Proposals

Your proposal comprising technical proposal and financial proposal shall be submitted in accordance with the below instruction(s);

The Financial Part and the Technical Part of proposals **MUST BE SUBMITTED COMPLETELY SEPARATELY** into two separate sealed envelopes if sent by postal mail or in two separate e-mails if sent electronically.

A) Mail/courier/personal delivery:

The Financial Part and the Technical Part of proposals MUST BE COMPLETELY SEPARATE in two separate envelopes and each of them must be sealed individually and **clearly marked on the outside as either "TECHNICAL PROPOSAL – RFP17/01496: Company to provide Travel Management Services to UN WOMEN in Moldova and its Programmes" or "FINANCIAL PROPOSAL RFP17/01496: Company to provide Travel Management Services to UN WOMEN in Moldova and its Programmes"** as appropriate. These two envelopes can then be placed into a single envelope.

The proposals are to be delivered to and marked as follows:

UN Women Moldova
131, 31 August 1989 Street,
MD-2012 Chisinau,
Republic of Moldova
Attention: **Registry Office/Procurement**

- Both inner envelopes must be clearly marked with the following information:

UN Women Moldova 131, 31 August 1989 Street, MD-2012 Chisinau, Republic of Moldova Submission 1 of 2: (name of the proposer) Technical Proposal	UN Women Moldova 131, 31 August 1989 Street, MD-2012 Chisinau, Republic of Moldova Submission 2 of 2: (name of the proposer) Financial Proposal
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RFP17/01496: Company to provide Travel Management Services to UN WOMEN in Moldova and its Programmes	RFP17/01496: Company to provide Travel Management Services to UN WOMEN in Moldova and its Programmes
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If the inner envelopes are not sealed and marked as per the above and information provided in PIS, the UN Women procurement practitioner will not assume responsibility for the proposal's misplacement or premature opening.

B) Proposals by e-mail:

In order to facilitate the submission, of both Technical and Financial Proposals, duly stamped and signed submissions can be send in electronic PDF format.

In case case of electronic submission, the Offeror shall send two (2) separate messages by e-mail to the following address:

tenders-Moldova@undp.org

The first e-mail message shall have the following subject: **“Technical Proposal for RFP17/01496: Company to provide Travel Management Services to UN WOMEN in Moldova and its Programmes”**. The second e-mail message shall include the price schedule/financial proposal and shall have the following subject: **“Financial Proposal for RFP17/01496: Company to provide Travel Management Services to UN WOMEN in Moldova and its Programmes”**.

Important Note for Offerors submitting proposals in electronic format/via e-mail.

Having prepared the Proposal in paper format as specified in Clause “4. Submission of Proposals” hereof, the entire Proposal should be scanned or otherwise converted into one or more electronic .pdf (Adobe Acrobat) format files and attached to one or more E-mails.

The Financial Part and the Technical Part oof proposals **MUST BE COMPLETELY SEPARATE and as separate e-mails** with a clear subject of te email formatted as:

- **“Technical Proposal for RFP17/01496: Company to provide Travel Management Services to UN WOMEN in Moldova and its Programmes”** and
- **“Financial Proposal: RFP17/01496: Company to provide Travel Management Services to UN WOMEN in Moldova and its Programmes”** – DO NOT OPEN IN ADVANCE. The opening of the financial proposal must be secured with the password protected ZIP archive by the Offeror, which will be given to the UN Women procurement practitioner upon its request after the completion of the technical proposals evaluation.

To assist UN Women procurement practitioner in the assurance of transparency, it is recommended that, prior to sending the Email(s), Offerors should open "Options", then "Voting and Tracking Options" and select "Request a delivery receipt for this message" AND "Request a read receipt for this message". This option path is for Microsoft Office Outlook software. Other software should offer similar options, although the path and wording might be somewhat different.

Bids will not be considered and will be rejected in cases where:

- i. Proposals submitted to any other address or location, or copied to an e-mail address other than dedicated bid secure e-mail addresses as instructed above;
- ii. Proposals sent via the correct route after having been sent incorrectly;
- iii. If the Technical and Financial Proposals are sent in the same PDF file;
- iv. If financial information is included in the technical proposal.

4.2 Deadline for submission of Proposals

Proposals must be received by the UN Women procurement practitioner at the address specified in the PIS no later than the time and date specified in the PIS (for local time ref, see www.greenwichmeantime.com). It shall be the sole responsibility of the proposers to ensure that their proposal is received before the deadline.

Proposers are reminded that it can take some time to transmit the files via e-mail so they should submit their proposal well before the deadline.

The UN Women procurement practitioner may, at its own discretion extend the deadline for the submission of proposals by amending the solicitation documents by written notice. Deadlines set are strict and absolute. Proposals received later shall be automatically disqualified from consideration. Late proposals will be rejected and burden will be on proposer to collect any proposal copies within 15 business days. Late bids are any submissions that are time-stamped as “received” after the deadline date and time

4.3 Modification and Withdrawal of Proposals

The proposer may withdraw or modify/correct its proposal after the proposal's submission, provided that written notice of the withdrawal or modification is received by the UN Women procurement practitioner prior to the deadline prescribed for submission of proposals.

The proposer's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of [Clause 4.1: Sealing and Marking of Proposals](#). The withdrawal notice may also be sent by e-mail but must be followed by a signed confirmation copy.

No proposal may be modified subsequent to the deadline for submission of proposals.

No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the proposer on the Proposal Submission Form.

5 OPENING AND EVALUATION OF PROPOSALS

5.1 Opening of Proposals

UN Women will open the proposals in the presence of a Bid Opening Committee formed in accordance with its regulations, rules, policies and procedures.

5.2 Confidentiality & Briefings

Information relating to the examination, evaluation, comparison, and post-qualification of bids, and recommendation of contract award, shall not be disclosed to proposers or any other persons not officially concerned with such process, even after the publication of the Contract Award.

Disclosure of awards will be made transparent to the general public through the posting of Notice of awards to the UN-Women Procurement Section website, for awards valued at USD \$100,000 and above. The information posted will contain the following:

- Name of contractor;
- Beneficiary Country;
- Contract amount in USD; and
- A general description of contract

Generally, UN-Women does not offer a detailed debrief to involved unsuccessful bidders on any tender exercise. However, in the case of high-value or highly complex contracts, a debriefing request may be made by an unsuccessful bidder. Debriefs shall be made through writing and is limited to award information as listed above and identification of any major technical deficiencies or weaknesses in a proposal.

To reiterate, any information related to other bidders (including financial/cost pricing, technical information) and evaluation shall not be revealed. Determination for granting debriefings is at the discretion of UN-Women.

Any effort by a Bidder to influence UN Women in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its Proposal. Notwithstanding this instruction, from the time of bid opening to the time of Contract Award, if any Bidder wishes to contact UN Women on any matter related to the bidding process, it should do so in writing.

5.3 Clarification without Material Deviation

To assist in the examination, evaluation and comparison of proposals, UN Women may at its discretion, ask the proposer for clarification of its proposal, without material deviation, reservation, or omission. 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 permitted.

Proposal with a material deviation, reservation, or omission include proposals that:

- a) affect in any substantial way the scope, quality, or performance of the requested services in the RFP; or,
- b) propose to limit in any substantial way the rights and obligation of the parties; or,
- c) if rectified, would unfairly affect the competitiveness of other proposals.

5.4 Preliminary Examination

Prior to the detailed evaluation of each proposal UN Women will undertake a preliminary examination of the proposals. UN Women may reject any proposal during the preliminary examination which does not comply with the requirements set out in this RFP, without further consultation with the proposer, including in cases where:

- a) The proposal is incomplete (i.e., does not include all required information and documents as specified in the PIS, [Section 3: Preparation of Proposals](#)), frivolous, or contains material deviations from or reservations to the RFP including any documentation contained therein;
- b) The proposer is not eligible as per [Clause 1.2: Eligible Proposers](#);
- c) The proposal has not been duly signed and/or not signed on the relevant signature-blocks;
- d) The validity of the proposal is not in accordance with the requirements of the RFP [Clause 3.5: Proposal Validity](#);
- e) [If required as per solicitation documents] The Proposal Security is not submitted or does not meet requirements;
- f) The Technical and Financial Proposals have not been submitted separately;
- g) The pricing information is included in the Technical Proposal;
- h) Proposer failed to attend a mandatory Pre-Proposal meeting, if required;
- i) Proposals and modification to proposals submitted to any other address or location, or copied to an e-mail address other than the address specified under [Section 4: Submission of Proposals](#);
- j) Proposal sent via the correct route after having been sent incorrectly;
- k) Proposal(s) are late.

UN Women will determine the substantial responsiveness of each proposal to the Request for Proposals (RFP). For purposes of these clauses, a substantially responsive proposal is one which conforms to all the terms and conditions of the RFP without material deviations. UN Women's determination of a proposal's responsiveness is based on the contents of the proposal itself without recourse to extrinsic evidence.

A proposal determined as not substantially responsive will be rejected by UN Women and may not subsequently be made responsive by the proposer by correction of the non-conformity.

6 EVALUATION METHODOLOGY AND CRITERIA

UN Women shall evaluate proposals pursuant to Annex 3: "Evaluation Methodology and Criteria".

7 AWARD OF CONTRACT

7.1 Award criteria

UN Women is not bound to select any of the firms submitting proposals. UN WOMEN reserves the right to accept or reject any proposal, and to cancel the solicitation process and reject all proposals, at any time prior to the award of contract, without thereby incurring any liability to the proposer(s)/bidder(s) or any obligation to provide information on the grounds for the UN Women Procurement practitioner's action.

Prior to expiration of the period of proposal validity, a contract may be awarded to the proposing firm/organization whose proposal offers best value for money being the proposal having obtained the overall highest score (technical and financial) according to the Evaluation Methodology and Criteria. Due consideration will be given to the general principles of UN Women procurement, including economy and efficiency.

The contract may be awarded for one or more lots/items listed under Annex 5 (format of financial proposal) at the discretion of UN Women. Therefore, proposers should indicate any price/quantity restrictions associated with their offer in case of award for limited number of items/lots listed under Annex 5. If negotiations have been entered into, or interview and/or background check is conducted by UN Women, the award is also subject to successful completion of negotiations, background check and/or interview. The successful completion of negotiations, background check and/or interview does not constitute an award of contract.

It is UN Women's intention to issue the contract as presented herein the RFP documents. Therefore, proposers should ensure any due diligence regarding the legal review and ability to be compliant to all contract terms and conditions is undertaken prior to the submission of your offer. Submission of an offer will be confirmation of accepting UN Women contract included herein.

7.2 UN Women Procurement practitioner's right to vary quantity at time of award

UN Women reserves the right to vary, at the time of award of contract, the quantity of services and/or goods, or scope of work, by up to a maximum twenty five per cent (25%) of the original TOR, without any change in the unit price or other terms and conditions. If there is any restriction associated with quantity, the proposer must clearly state such restrictions and any price variation in their financial proposal.

7.3 Signing of the contract

The UN Women procurement practitioner will send the successful proposer the contract which constitutes the Notification of Award.

After the award is concluded and the decision is made, UN Women will furnish the winning proposer(s) with filled copy of contract. Within 10 calendar days of receipt of the contract from UN Women, the successful proposer shall sign, date and return the signed contract to UN Women.

Failure to which UN Women shall withdraw the award, reject the offer and may launch a new tender exercise or proceed to select other proposer(s).

7.4 Vendor Protest

UN Women's [vendor protest procedure](http://www.unwomen.org/en/about-us/procurement/vendor-protest-procedure) provides an opportunity for appeal to proposer(s) who believe that they were not treated fairly. This [link \(http://www.unwomen.org/en/about-us/procurement/vendor-protest-procedure\)](http://www.unwomen.org/en/about-us/procurement/vendor-protest-procedure) provides further details regarding UN Women's vendor protest procedures.

Proposers, their subsidiaries, agents, intermediaries and principals must cooperate with the Office of Internal Oversight Services (OIOS) of the United Nations, UN Women Internal Audit and Investigations Group (IAIG) as well as with other investigations authorized by the Executive Director and with the UN Women Ethics Office as and when required. Such cooperation shall include, but not be limited to the following: access to all employees, representatives, agents and assignees of the Proposer; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UN Women to repudiate and terminate the contract, and to debar and remove the supplier from UN Women's list of registered suppliers.

ANNEX 2

TERMS OF REFERENCE

for company to provide Travel Management Services to UN WOMEN in Moldova and its Programmes

Project:	UN WOMEN CO and Projects
Location:	Chisinau, Republic of Moldova
Period:	May 15 – December 31, 2017, with possible extension
Organizer:	UN Women
Participants:	UN WOMEN personnel, consultants, Government representatives and counterparts, or other entities;

A. Background and General Considerations

UN Women, grounded in the vision of equality enshrined in the Charter of the United Nations, works for the elimination of discrimination against women and girls; the empowerment of women; and the achievement of equality between women and men as partners and beneficiaries of development, human rights, humanitarian action and peace and security. Placing women's rights at the center of all its efforts, UN Women leads and coordinates United Nations system efforts to ensure that commitments on gender equality and gender mainstreaming translate into action throughout the world. It provides strong and coherent leadership in support of Member States' priorities and efforts, building effective partnerships with civil society and other relevant actors.

UN Women is operational in Moldova since 2010 on the basis of former UNIFEM projects, which were laid and active in the country from 2007. It extended continuous support to the Government of Moldova, to key stakeholders from national and local levels, through various programmes and activities aimed at creating an enabling environment for gender equality, recognized as a prerequisite for sustainable development with a strong and active policy on gender equality.

B. Rationale

To support its activities, UN WOMEN in Moldova undertakes several business-related travels. For this purpose, UN WOMEN in Moldova envisages entering into Institutional Service Contract with one qualified Travel Agency for the provision of Travel Management Services according to these Terms of Reference for up to one year with the option to be extended, subject to a satisfactory performance evaluation.

Travel, as referred to in the Terms of Reference, shall apply to all journeys of UN WOMEN staff and partners from one place to another for official business purposes. These official purposes include, but need not be limited, to the following:

- Official missions, meetings and various events by UN WOMEN staff, Government and counterparts, or other entities;
- Appointment and repatriation of staff and family members;
- Home leaves, emergency travels, and educational leaves;

Therefore, UN WOMEN CO in MOLDOVA is looking for a company which will be responsible to provide Travel Management Services to UN WOMEN in Moldova and its Programmes.

C. Scope of Services, Expected Outcomes and Performance Standards

The Travel Agency shall provide full, prompt, accurate and expert international travel products and services to staff of the UN WOMEN in Moldova. The products and services include, but are not limited to, the following:

- 1) Reservation and Ticketing
 - For every duly approved Travel Request, the Travel Agency shall immediately make bookings and prepare

appropriate itineraries and formal quotation based on the lowest available fare and the most direct and convenient routing; if reservations made by the travel agency are not at the lowest available rate allowed, at the time of ticketing, the Travel Agency shall refund the difference to UN WOMEN.

- In the event of loss, the Travel Agency shall immediately replace airline tickets;
- If required travel arrangement cannot be confirmed, the Travel Agency shall notify the UN WOMEN representatives of the problem and present minimum three (3) alternative routings/quotations for consideration;
- For wait-listed bookings, the Travel Agency shall provide regular daily feedback on status of the flight;
- The Travel Agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries;
- The Travel Agency shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and/or electronic format) showing the accurate status of the airline on all segments of the journey;
- The Travel Agency shall accurately advise UN WOMEN of ticketing deadlines and other relevant information every time reservations are made, to avoid cancellations of bookings;
- The Travel Agency shall provide information on airline tickets schedules.

2) Airfares and Airlines Routings/Itineraries

- The Travel Agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economic routing, unless travel time exceeds nine (9) hours in duration with a maximum four (4) hours break between flight segments;
- The Travel Agency shall ensure that tickets issued are in accordance with entitlements prescribed in UN WOMEN Travel Request;
- The Travel Agency shall assist UN WOMEN representatives in negotiating with airlines on preferred fare conditions for UN WOMEN in Moldova, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel);
- The Travel Agency shall advise market practices and trends that could result in further savings for UN WOMEN in Moldova, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting;
- The Travel Agency shall propose fares/airline routings in accordance with the latest UN Airline Safety List.

3) Travel Information / Advisories

- The Travel Agency shall provide quick quotation (within maximum 2 hours) for requested destinations;
- The Travel Agency shall provide travellers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times for each segment of the trip, tax exempt information, etc.;
- The Travel Agency shall inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- The Travel Agency shall provide travellers on request with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc.;
- The Travel Agency shall promptly notify UN WOMEN representatives and/or travellers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time, and as soon as it becomes available.
- The Travel Agency shall assign a focal point to handle UN WOMEN requests and shall notify UN WOMEN about alternate person in case of annual leave;
- The Travel Agency's focal point or alternate shall be available to handle urgent request (e.g. cancelled flight, airport closure, other emergency situations) during the weekend and holidays.

4) Flight Cancellation / Rebooking and Refunds

- The Travel Agency shall process duly authorized flight changes /cancellations when and as required;
- The Travel Agency shall immediately process airline refunds for cancelled travel requirements; unutilized pre-paid tickets and credit these to UN WOMEN as expeditiously as possible;
- The Travel Agency shall refund cancelled/unused tickets fares and/or taxes within one (1) month from submission of refund request by UN WOMEN;
- The Travel Agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the

- Travel Agency;
 - The Travel Agency shall absorb cancellation and/or change reservation date charges which are due to no fault of the UN WOMEN or the traveller;
 - The Travel Agency shall report back to UN WOMEN on the status of ticket refunds.
- 5) Supplier Relations
 - The Travel Agency shall not favour any air carrier when making reservations;
 - The Travel Agency shall maintain excellent relations with all air carriers for the benefit of the UN WOMEN in Moldova.
- 6) Services Quality Control
 - The Travel Agency shall establish and operate to monitor on a regular and continuous basis the quality of travel products and services provided to UN WOMEN in Moldova;
 - These procedures shall include a self-inspection system covering all the services to be performed under the Contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to UN WOMEN in Moldova;
 - UN WOMEN in Moldova shall be notified of any deficiencies found and corrective action taken;
 - The Travel Agency warrants that the personnel assigned to handle the travel arrangements of UN WOMEN shall constantly be trained to be kept up to date.
- 7) Availability of Other Products and Services as May Be Requested
 - a) Lost Ticket/Travel Documents
 - b) Package Tours and Promotions for Personal Travel
 - c) Preferred Seating Arrangements/Upgrades
 - d) Privileged Check-In Services/Use of Airline Lounge Facilities
 - e) VIP Services
 - f) Excess Baggage/Lost Baggage
 - g) Travel Insurance
 - h) Emergency Services, e.g., sickness, injury, etc.
 - i) Airport Assistance

D. Performance Standards and Service Level Guarantee

The contracted Travel Agency shall perform services and deliver products in accordance with the herein prescribed minimum performance standards and service level guarantees set by UN WOMEN in Moldova:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Airline Reservation	Accuracy	Ability to perform task completely and without error	Zero-error in passenger records/airline bookings, fare computation and routing
	Speed and Efficiency	Ability to deliver product or service promptly	<ul style="list-style-type: none"> ▪ For confirmed bookings within two hours from time of request ▪ For wait listed bookings, update every day
2. Airline Tickets	Accuracy	Ability to perform task completely and without error	<u>Zero-error</u> in printing tickets/cancellation of travel due to incomplete travel documents
	Timeliness of delivery		<u>Within 24 hours</u> or earlier after receiving travel request

3. Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	<u>Zero-incident</u> of complaints/cancellation of travel due to incomplete travel documents
	Clarity	Ability to deliver product or service promptly	<u>10 Working days</u> before departure
4. Billing	Accuracy	Ability to generate billing statements without errors	<u>Zero-Error/no discrepancy</u> between invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	<u>Zero>Returns</u> for clarification/explanation
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards
	Best Value for Money	Ability to quote competitive fare	At levels lower than airline preferred rates. Guarantee that <u>one quotation is the lowest</u> obtainable fare
	Willingness to assist UN WOMEN negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent UN WOMEN in dealings with airlines	Semi-annual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.)
6. Service Quality	Accessibility	Ability to access or approach the travel agency	Telephone: accommodate all calls Emergency: 24 hours Email: available Website: available
	Responsiveness	Willingness to go extra mile to help the traveller	Travel Agency Performance Reviews twice a year; regular coordination meetings with UN WOMEN representatives
7. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	Within one month from date of cancellation
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week Manner of resolution Satisfactory score
8. Travel Consultants	Competence	Knowledge of destinations Knowledge of airline practices, fare levels and shortest routes and connections Knowledge of UN WOMEN travel policies	Proficiency rating 100%
9. Communications	Awareness Level of Travellers regarding Travel Agency Product and Services	Services and policies are communicated to travellers Travellers are well informed about matters concern them	Frequency of communications: Monthly
10. Services	Readiness to do business	Time for performing obligations	<ul style="list-style-type: none"> ▪ 24/7 access of travel services ▪ Zero complaints for non-answering calls

E. Roles and Responsibilities

The Travel Agency shall collaborate with the UN WOMEN personnel, who will request quotations for various itineraries, as required. Requests shall be sent in writing to the Senior Travel Expert designated by the contracted Travel Agency and shall contain the following minimum information:

- routing/itinerary of travel;
- outbound departure date and inbound arrival date;
- class of booking and conditions of booking, if applicable (i.e. changeable dates, fully refundable etc.);
- number of tickets required;
- restrictions regarding airlines and/or air-carriers, if applicable.

Requests for quotation shall be sent between 08:00 and 18:00 during working days. In case of emergency services requested during weekends and official holidays, the request for quotation sent in writing shall be followed by a phone call from the requestor alerting of the emergency.

Within two working hours from receipt of written request by email, the contracted Travel Agency shall provide its quotation as per applicable UN WOMEN Travel Policy and special fares and conditions offered by air carriers to the UN WOMEN in Moldova. The quotation shall consist of minimum three options for the requested itinerary and shall contain the following information for each option:

- air-carriers and flight numbers;
- dates and times of departures/arrivals for each segment of the trip;
- booking class with description of applicable restrictions and period of booking validity;
- refund/rebooking charges;
- price in Euros, disaggregated by ticket fare, taxes, service fee and other charges (if applicable).

The UN WOMEN representative shall select the acceptable offer and within two working hours shall confirm and request the Travel Agency to make the booking. The Travel Agency shall send the booking by email to UN WOMEN representative. The period of validity of booking shall be indicated in the message.

The Travel Agency shall make every effort to re-book the initially proposed itinerary at the same fare and conditions, or shall inform UN WOMEN in Moldova representative of the impossibility of doing so and shall re-book the ticket at the next lowest available fare.

Upon approval of travel, the authorized sender shall request issuance of electronic ticket as per confirmed booking and price.

F. Contractual and Institutional Arrangements

1. Contract Parameters

The Travel Agency shall pass on to UN WOMEN in Moldova the special fares and conditions offered by the air carriers and shall not expect to receive any standard or override commissions from the respective air carrier. For the services listed under sub-section C (Scope of Services, Expected Outputs and Performance Standards) of the Terms of Reference the selected Travel Agency will charge UN WOMEN in Moldova fixed service fees per each issued ticket under a certain booking class, as per present ToR. The level of the service fees for each booking class shall remain fixed for the whole duration of the contract and shall apply for a whole itinerary per passenger, regardless of the number of connections/segments, electronic tickets issued or air carrier used.

2. Management arrangements

The Company will work in close collaboration with UN WOMEN Administrative Assistant and Projects Associates, and/or other designated personnel.

Billing and Invoice

- The Travel Agency shall send an itemized official invoice to the designated representative of the UN WOMEN after ticket issuance for services provided to UN WOMEN in Moldova;
- The invoice shall be issued in MDL at the United Nations Operational Rates of Exchange (UNORE) at the date of ticket issuance;
- The invoice price shall be disaggregated by ticket fare, taxes, service fee and other charges (if applicable);
- Within 30 working days from invoice issuance UN WOMEN shall effect payment to the Travel Agency by bank transfer upon review and approval of the services included in the invoice.
- The invoice should include the following minimum information:

#	Ticket number	Airline	Date issued	Staff member name	Destination	Ticket cost as provided by Airline
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Requirements to Organizations

- 1) Officially registered legal entity with full capacity to act;
- 2) Accredited **IATA** Travel Agency duly licensed in the country;
- 3) At least 3 years' work experience in the area of provision of Travel Management Services;
- 4) Previous experience in working with UN Women or other UN Agencies, international organizations, embassies will be considered an asset;
- 5) Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;
- 6) Financially capable of rendering services to UN WOMEN in Moldova;
- 7) E-ticketing and availability of booking systems;
- 8) Maintains facilities of online booking / airline reservations, international ticketing and ticket printing facilities;
- 9) Willing and able to guarantee the delivery of products and services in accordance with performance standards required under these Terms of Reference.
- 10) Adherence to UN/UN Women general terms and conditions of payment and work

The successful Travel Agency shall be required to devote at least one personnel with the following minimum qualifications:

1. Senior travel expert with a certified diploma degree in ticketing/travel expert or related areas and of minimum five (5) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems;
2. IATA certificate will be an advantage;
3. Has adequate authority to make decisions for the timely resolution of problems;
4. The senior travel expert shall maintain operations necessary to support UN WOMEN in Moldova after working hours or in case of emergency situations, when required;
5. The senior travel expert shall have 24/7 access of service and necessary delivery of tickets as required by UN WOMEN in Moldova.
6. Fluency in Romanian, Russian and English.

The nominated senior travel expert in the proposal must be the employee who will be responsible for the management of travel services to UN WOMEN in Moldova the entire period set for this contract. In case of resignation, the Travel Agency shall provide a new travel expert with minimum the same qualifications as previous one. UN WOMEN in Moldova has the right to reject the newly nominated travel expert if found to be not competent enough to handle the management of the travel services. In the event of failing to assign experienced personnel, UN WOMEN in Moldova shall have the right to terminate the contract.

Other expertise needed and facilities required shall be sourced from the existing capacity of the Travel Agency.

The Travel Agency shall have a contingency replacement plan to be enforced during periods of illness and vacations of its personnel in order to maintain full service at all times under the contract.

ANNEX 3

EVALUATION METHODOLOGY AND CRITERIA

1. Preliminary Evaluation

The preliminary evaluation is done to determine whether the offers meet the administrative requirements of the RFP. The proposals are checked for compliance of the following requirements:

- Submitting companies are not included among United Nations suspended companies;
- Offers are signed by an authorized party, including Power of Attorney if stipulated;
- Bid security (format, amount and duration) are included, if requested;
- The offer is valid;
- The offer is complete and eligible.

Lowest-Priced Technically Compliant Methodology: The *lowest-priced technically compliant proposal* is selected based on a point system method with a minimum pass threshold and lowest price.

A two-stage procedure will be utilized in evaluating the proposals; the technical proposal will be evaluated with a minimum pass requirement of 70% of the obtainable 700 points. A proposal shall be rejected at this stage if it fails to achieve the minimum technical threshold of 70% of the total obtainable score of 700 points prior to any price proposal being opened and compared. The financial proposal will be opened only for those entities whose technical proposal achieved the minimum technical threshold of 70% of the obtainable score of 700 points and are determined to be compliant. Non-compliant proposals will not be eligible for further consideration.

No point is allocated for the financial proposal in “Lowest-priced technically compliant” method of evaluation. Therefore, the total number of points which a firm/institution can obtain under this method is only 1000 (maximum points assigned to technical proposal).

The contract will be awarded to the proposer offering the lowest price having achieved the minimum threshold of 70% of the total obtainable score of 700 points and therefore are determined to be the most responsive proposal.

Evaluation of technical proposal:

The technical proposal is evaluated and examined to determine its responsiveness and compliancy with the requirements specified in this solicitation documents. The quality of each technical proposal will be evaluated in accordance with the following technical evaluation criteria and the associated weighting (total possible value of 1000 points):

1.0 Expertise and Capability of Proposer			Points obtainable
1.1	Officially registered legal entity as per Republic of Moldova’s regulations with full capacity to act		25
1.2	At least 3 years’ work experience in the area of provision of Travel Management Services		75
	1.2.1. between 1 and 3 years (3 years minimum requirement)	45	
	1.2.2. more than 3 years (3 points for each additional year, but no more than 30 points)	30*	
1.3	Accredited IATA Travel Agency duly licensed in the country/membership, accreditation		50
	1.3.1. between 1 and 2 years (2 years minimum requirement)	35	
	1.3.2. more than 2 years (3 points for each additional year, but no more than 15 points)	15*	
1.4	Previous experience in working with UN Women or other UN Agencies, international organizations, embassies		50
	1.4.1. between 1 and 3 years (3 years minimum requirement)	35	
	1.4.2. more than 3 years (3 points for each additional year, but no more than 15 points)	15*	

1.5	General Organizational Capability which is likely to affect performance (i.e. size of the organization, strength of management support)		150
	1.5.1. Branch office(s) in Chisinau	20	
	1.5.2. 1- 2 corporate travel consultants	5	
	1.5.3. More than 2 corporate travel consultants (5 points for every additional corporate travel consultant, but no more than 15 points)	15*	
	1.5.4. Annual ticket turnover of 1,000,000 USD (minimum requirement)	40	
	1.5.5. Annual ticket turnover of more than 1,000,000 USD (10 point for every additional 500,000 USD turnover, but no more than 20 points)	20*	
	1.5.6. E-ticketing service provision	50	
Subtotal: Expertise and Capability of Proposer			350
2.0 Proposed Work Plan and Approach			Points obtainable
Proposed methodology			
2.1	Approach to the services required and Management Plan for providing services to the UN Women’s work, adherence to procurement principles and TOR.		100
2.2	Appropriateness of internal quality control, corporate standards and workflow organization		75
2.3.	Management Services – Timeline and deliverables.		75
Subtotal: Proposed Work Plan and Approach			250
3.0 Resource Plan, Key Personnel			Points obtainable
Qualification, competencies and professional experience of proposed personnel			
3.1	Senior Travel Expert		400
	3.1.1. Certified diploma degree in ticketing/travel expert or related areas	120	
	3.1.2. IATA certificate	60	
	3.1.3. Minimum five (5) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems	110	
	3.1.4. More than 5 years (10 points for each additional year, but no more than 50 points)	50	
	3.1.3. Fluency in Romanian, Russian and English (20 points for each language)	60	
Subtotal: Resource Plan, Key Personnel			400
	Grand Total:		1000
	70% of 1000 pts = 700 pts needed to pass technical		

A proposal shall be rejected at this stage if it fails to achieve the minimum technical threshold of **70%** of the obtainable score of **1000** points for the technical proposal.

ANNEX 4

FORMAT OF TECHNICAL PROPOSAL

Technical Proposals not submitted in this format may be rejected.

Financial Proposal must be submitted in separate envelope or email address where electronic submission is allowed.

Proposer is requested to include a half page value statement indicating why they are most suitable to carry out the assignment.

Name of Proposing Organization:	
Country of Registration:	
Type of Legal entity:	
Name of Contact Person for this Proposal:	
Address:	
Phone:	
Fax:	
E-mail:	

Section 1.0: Expertise and Capability of Proposer

1.1 Organizational Architecture

- Background: Provide a brief description of the organization submitting the proposal, including if relevant the year and country of incorporation, types of activities undertaken, and approximate annual revenue.
- Financial capacity: The Proposer shall demonstrate its financial capacity and reliability with regard to the requirements of the Terms of Reference, which can be established by supporting documentation including for example the most recent Audited Financial Statements duly certified by a public accountant.

1.2 Adverse judgments or awards

- Include reference to any adverse judgment or award.

1.3 General Organizational Capability

- Outline General Organizational Capability which is likely to affect performance (i.e. size of the organization, strength of project management support e.g. project management controls, global networking, financial stability).
- Include a description of past and present experience and relationships that have a direct relationship to the performance of the TOR. Include relevant collaborative efforts the organization may have participated in.
- Explain any partnerships with local or other organizations relevant to the performance of the TOR. Special attention should be given to providing a clear picture of roles, responsibilities, reporting lines and accountability. Letters of commitment from partners and an indication of whether some or all have worked together previously.

1.4 Subcontracting

- Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors. Special attention should be given to providing a clear picture of the role of roles, responsibilities, reporting lines and accountability.

1.5 Quality assurance procedures, risk and mitigation measures

- Describe the potential risks for the performance of the TOR that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks. Provide certificate (s) for accreditation of processes, policy e.g. ISO etc.

1.6 Relevance of Specialized Knowledge and Experience on Similar Projects

- Detail any specialized knowledge that may be applied to performance of the TOR. Include experiences in the region.
- Describe the experience of the organization performing similar goods/services/works. Experience with other UN organizations/ major multilateral / or bilateral programmes is highly desirable.
- Provide at least 3 references

Project	Client	Contract Value	Period of performance (from/to)	Role in relation to the undertaken to goods/services/works	Reference Contact Det (Name, Phone, Email)
1-					
2-					
3-					

Section 2.0: Proposed Work Plan and Approach

2.1 Analysis approach, methodology

- Provide a description of the organization's approach, methodology, and timeline for how the organization will achieve the TOR.
- Explain the organization's understanding of UN Women's needs for the goods/services/works.
- Identify any gaps/overlaps in UN Women's coverage based on the information provided.
- Describe how your organization will adhere to UN Women's procurement principles in acquiring services on behalf of UN Women.
- UN Women's general procurement principles:
 - Best Value for money
 - Fairness, integrity and transparency
 - Effective competition
 - The best interests of UN Women

2.2 Management - timeline, deliverables and reporting

- Provide a detailed description of how the management for the requested goods/services/works will be implemented in regard to the TOR

2.3 Environment-related approach to the service/work required

- Please provide a detailed description of the methodology for how the organization/firm will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment.

Section 3.0: Resource Plan, Key Personnel

3.1 Composition of the team proposed to perform TOR, and the work tasks (including supervisory)

Describe the availability of resources in terms of personnel and facilities required for the TOR. Describe the structure of the proposed team/personnel, and the work tasks (including supervisory) which would be assigned to each. An organigram illustrating the office location (city and country), reporting lines, together with a description of such organization of the team structure, should be submitted.

3.2 Profile on Gender Equality

- Proposer is strongly encouraged to include information regarding the percentage of women (1) employed in Proposer's organization, (2) in executive and senior positions, and (3) shareholders. This will *not* be a factor in the evaluation criteria; UN Women is collecting this data for statistical purposes in support of its mandate to promote gender equality and women's empowerment.
- Proposers are also invited to: (1) become a signatory to the Women Empowerment Principles (if more than 10 employees) <http://weprinciples.org/Site/PrincipleOverview> ; or (2) sign the Voluntary Agreement to Promote Gender Equality and Women's Empowerment (if less than 10 employees). Good practices of gender-responsive companies can be found here: <http://weprinciples.org/Site/CompaniesLeadingTheWay/>

Provide Curriculum vitae of the proposed personnel that will be involved either full time or part time.

Highlight the relevant academic qualifications, specialized trainings and pertinent work experience.

Substitution of key personnel shall only be permitted in accordance with section 2.4 of the General Conditions of Contract.

Please use the format below, with each CV no more than THREE pages in length.

Sample CV template:

Name:		
Position for this Assignment:		
Nationality:		
Language Skills:		
Educational and other Qualifications		
Employment Record: [Insert details of as many other appropriate records as necessary]		
From [Year]: _____ To [Year]: _____		
Employer: _____		
Positions held: _____		
Relevant Experience (From most recent; Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under the TOR) [Insert details of as many other appropriate assignments as necessary]		
Period: From - To	Name of project/organization:	Job Title, main project features, and Activities undertaken
References (minimum 3)		
(Name/Title/Organization/Contact Information – Phone; Email)		

ANNEX 5

FORMAT OF FINANCIAL PROPOSAL

The Financial Proposal must be prepared as a separate PDF file from the rest of the RFP response as indicated in Clause 3.4.1 of the Instruction to Proposers.

UN Women Moldova, envisages entering into a service contract with one qualified Travel Agency for the provision of Travel Management Services. The Travel Agency, selected as a result of the present Request for Proposal, will pass on to UN Women Moldova the special fares and conditions offered by the air carriers and shall not expect to receive any standard or override commissions from the respective air carrier.

Proposers are requested to indicate the service fee which they will apply per ticket issued for each booking class in the table below. Such service fees shall apply for all air carriers present on the Moldovan market. The level of the service fees for each booking class shall remain fixed for the whole duration of the contract and shall apply for a whole itinerary per passenger, regardless of the number of connections/segments, electronic tickets issued or air carrier used.

The contract shall be awarded to the Proposer that submitted the lowest-priced technically compliant proposal.

Item no.	Booking Class	Service Fee applied by Proposer per ticket issued, USD
1	Economy Class / Continental flights	
2	Economy Class / InterContinental flights	
3	Business Class / InterContinental flights	

NOTE: In case two (2) proposals are evaluated and found to be the same ranking in terms of technical competency and price, UN Women will award offer to the company that is either women owned or has women in majority shareholding in support of UN Women's core mandate. In the case that both companies are women owned or have women in majority shareholding, UN Women will request best and final offer from both proposers and shall make a final comparison of the competing proposers.

Signature of Financial Proposal

The Financial Proposal should be authorized and signed as follows:

"Duly authorized to sign the Proposal for and on behalf of

(Name of Organization)

Signature/Stamp of Entity/Date

Name of representative:

Address:

Telephone/Fax/Email:

ANNEX 6

PROPOSAL SUBMISSION FORM

[The Proposer shall fill in this Form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.]

To: **UN Women Moldova**
131, 31 August 1989 Street,
MD-2012 Chisinau,
Republic of Moldova
Attention: Registry Office/Procurement

Date: *[insert date of Proposal Submission]*

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Proposal Solicitation Documents;
- (b) We offer to supply in conformity with the Proposal Solicitation Documents the following *[RFP : Services for / UN Women]* and undertake, if our proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.
- (c) We ensure any due diligence regarding the legal review and ability to be compliant to all contract terms and conditions has been undertaken prior to the submission of our offer. Submission of this offer is confirmation of accepting a UN WOMEN contract included herein.
- (d) We offer to supply for the sum as may be ascertained in accordance with the Financial Proposal submitted in accordance with the instructions under the Proposal Instruction Sheet;
- (e) Our proposal shall be valid for a period of days from the date fixed for opening of proposals in the Request for Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) If our proposal is accepted, we commit to obtain a performance security with the instructions under the Proposal Instruction Sheet;
- (g) We, including any subcontractors or suppliers for any part of the contract, have nationality from countries *[insert the nationality of the proposer, including that of all parties that comprise the proposer]*
- (h) We have no conflict of interest in accordance with Clause 1.2 (*Eligible Proposers*) of the RFP Instructions to Proposers;
- (i) Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the contract—has not been declared ineligible by UN Women, in accordance with Clause 1.2 (*Eligible Proposers*) of the RFP Instructions to Proposers;
- (j) We understand that you are not bound to accept the lowest evaluated proposal or any other proposal that you may receive.

Signed: *[insert signature of person whose name and capacity are shown]*

In the capacity of *[insert legal capacity of person signing the Proposal Submission Form]*

Name: *[insert complete name of person signing the Proposal Submission Form]*

Duly authorized to sign the proposal for and on behalf of: *[insert complete name of Proposer]*

Dated on day of , *[insert date of signing]*

ANNEX 7

VOLUNTARY AGREEMENT

Voluntary Agreement for Promoting Gender Equality in the Workplace

Between

(Name of the Contractor)

And

The United Nations Entity for Gender Equality and the Empowerment of Women

The United Nations Entity for Gender Equality and the Empowerment of Women, a composite entity of the United Nations established by the United Nations General Assembly by its resolution 64/289 of 2 July 2010 (hereinafter referred to as “UN Women”) strongly encourages (Name of the Contractor) (hereinafter referred to as the “Contractor”) to partake in achieving the following objectives:

- ☐ Acknowledge values & principles of [gender equality](#) and [women’s empowerment](#);
- ☐ Provide information and statistical data (that relates to policies and initiatives that promote gender equality and women empowerment), upon request;
- ☐ Participate in dialogue with UN Women to promote gender equality and women’s empowerment in their location, industry and organization;
- ☐ Establish high-level corporate leadership for gender equality;
- ☐ Treat women and men fairly at work and respect and support human rights and nondiscrimination;
- ☐ Ensure health, safety and wellbeing of all women and men workers;
- ☐ Promote education, training and professional development for women;
- ☐ Implement enterprise development, supply chain and marketing practices that empower women;
- ☐ Promote equality through community initiatives and advocacy;
- ☐ Measure and publicly report on progress to achieve gender equality.

On behalf of the contractor:

Name : _____, **Title :** _____

Address : _____

Signature : _____

Date: _____

ANNEX 8

PROPOSED MODEL OF CONTRACT

CONTRACT – INSTITUTIONAL OR PROFESSIONAL SERVICES

Contract No.
Business Unit:
Organisational Unit/Section/Division/Office/Country:

This Contract is made between the UNITED NATIONS ENTITY FOR GENDER EQUALITY AND THE EMPOWERMENT OF WOMEN (“UN Women”), and [insert official name of company in full], with its registered offices at [address] (“Contractor”) (Both hereinafter separately and jointly referred to as the “Party” or the “Parties”).

1. CONTRACT DOCUMENTS

The following documents constitute the entire agreement between the Parties with regard to the subject matter hereof (“Contract”), superseding all prior representations, agreements, contracts and proposals, whether written or oral, by and between the Parties on this subject, and in case of ambiguities, discrepancies or inconsistencies between or among them, shall apply in the following order of precedence:

- (a) This document;
- (b) UN Women General Conditions of Contract—Contracts for the Provision of Services, annexed hereto as Annex A (“General Conditions”);
- (c) Terms of Reference, annexed hereto as Annex B (“TOR”);
- (d) [other annexes that may be relevant]

2. SCOPE

The Contractor shall perform services (“Services”) as specified in the TOR. Except as expressly provided in this Contract and in particular the TOR, (i) UN Women shall have no obligation to provide any assistance to the Contractor in performing the Services; (ii) UN Women makes no representations as to the availability of any facilities or equipment which may be helpful or useful for performing the Services (iii) The Contractor shall be responsible at its sole cost for providing all the necessary personnel, equipment, material and supplies and for making all arrangements necessary for the performance and completion of the Services.

3. DURATION

This Contract shall take effect on the date of the latest signature (the “Effective Date”) and shall remain in effect until [insert date], unless earlier terminated (“Initial Term”). UN Women may, at its sole option, extend the Contract, under the same terms and conditions as set forth in this Contract, for a maximum of [number] additional period[s] of up to [time period] each. UN Women shall provide a written notice of its intention to do so at least 30 (thirty) days prior to the expiration of the then Initial Term.

4. PRICE & PAYMENT⁶

⁶ Advance payments should not be made using this template. Please use the Model Institutional Services Contract or Professional Services Contract for services valued at USD \$30,000 or above or for procurement actions for services valued below USD \$30,000, where the nature of services or terms and conditions are novel or complex. Please note that advance payments should be granted only in exceptional cases, and that they must comply with UN Women policies and procedures.

(Select one option and delete the other)

OPTION 1 (FIXED FEE) ⁷

(Delete title immediately above after selecting option)

In full consideration for the complete and satisfactory performance of the Services under this Contract, UN Women shall pay the Contractor a total fixed fee of *[insert currency & amount in figures and words]*. This fee shall remain firm and fixed during the term of the Contract. The Contractor shall submit invoices only upon achievement of the corresponding milestones and for the following amounts:

<u>MILESTONE</u>	<u>AMOUNT</u>	<u>TARGET DATE</u>
Upon...../../....
...../../....

OR

OPTION 2 (TIME-BASED CONTRACTS) ⁸

(Delete title immediately above after selecting option)

In full consideration for the complete and satisfactory performance of the Services under this Contract, UN Women shall pay the Contractor a price not to exceed *[insert currency & amount in figures and words]* (“the Maximum Total Amount”). The Maximum Total Amount is not a guaranteed amount. The Fee Schedule in Annex *[insert annex number]* contains the maximum amounts per cost category that are reimbursable under this Contract; such maximum amounts are not guaranteed amounts. The Contractor shall reflect in its invoices the amount of the actual reimbursable costs incurred in the performance of the Services. The Contractor shall not do any work, provide any equipment, materials and supplies, or perform any other services which may result in any costs in excess of the Maximum Total Amount or of any of the amounts specified in the Fee Schedule for each cost category without the prior written agreement of UN Women. The Contractor shall submit itemized invoices for the work done every *[insert period of time or milestones]*.

5. INVOICES

The Contractor shall submit to UN Women an original copy of its invoices, as is required in the preceding Article, specifying, at a minimum, a description of the Services performed, the unit prices in accordance with the Fee Schedule (if relevant), and the total price of the Services, together with such supporting documentation as UN Women may require, as follows:

[Insert address and contact details for submission of invoices].

6. PAYMENT

Payments shall be made to the Contractor thirty (30) days from receipt of the Contractor’s invoice and supporting documentation and certification by UN Women that the Services represented by the invoice have been provided and that the Contractor has otherwise performed in conformity with the terms and conditions of

⁷ This option is to be used for fixed fee contracts. Fixed price contracts should normally be used when it is possible to estimate with reasonable accuracy the costs of the activities which are the subject of the Contract. Compensation for services is usually referred to as the fee. In a fixed fee contract, there are no “rates”; the amount of the fee is fixed.

⁸ This option should be used for time and materials contracts. Normally, such contracts should be used where the compensation of the contractor is based on time spent in performing the services, and possibly with reimbursement of expenses incurred by the contractor. Cost reimbursable contracts are not normally used for the provision of services. Instead, where the contractor’s compensation is based on time spent in performing the services (and possibly reimbursement of expenses for materials), a time and materials contract should be used; see POM, sec. 11.2.

this Contract, unless UN Women disputes the invoice or a portion thereof. All payments to the Contractor shall be made by electronic funds transfer to the Contractor's bank account, as follows:

7.4.1 Name of Bank:
Bank Address:
Bank ID:
Account No:
Title/name:

UN Women may withhold payment in respect of any invoice if it considers that the Contractor has not performed in accordance with the terms and conditions of this Contract or has not provided sufficient documentation in support of the invoice. Where an invoice is disputed in part, UN Women shall pay the Contractor any undisputed portion and the Parties shall consult in good faith to promptly resolve outstanding issues. Once the dispute has been resolved, UN Women shall pay the Contractor the relevant amount within thirty (30) days. The Contractor shall not be entitled to interest on any late payment or any sums payable under this Contract or any accrued interest on payments withheld by UN Women in connection with a dispute.

7. NOTIFICATIONS

All notices and other communications between the Parties required or contemplated under this Contract shall be in writing and shall be transmitted to the following:

For UN Women:

[Insert Name, Address, Phone and Email]

For the Contractor:

[Insert Name, Address, Phone and Email]

IN WITNESS WHEREOF, the Parties have, through their authorized representatives, executed this Contract on the date herein below written.

For and on behalf of UN Women:

For and on behalf of the Contractor:

Signature	_____	_____
Name	_____	_____
Title	_____	_____
Date	_____	_____

ANNEX 9

GENERAL CONDITIONS OF CONTRACT

The GCs can be accessed by Proposer from UN W website by clicking on the below link.

- For Services, available from this link:
<http://www.unwomen.org/~media/CommonContent/Procurement/UNwomen-GeneralConditionsOfContract-Services-en.pdf>

ANNEX 10

SUBMISSION CHECKLIST

FOR SUBMISSIONS BY COURIER MAIL/HAND DELIVERY:

Outer envelope containing the following forms:

- Proposal Submission Form ☐
- Voluntary Agreement to Promote GE & WE (Voluntary) ☐

First inner envelope containing:

- Technical Proposal ☐

Second inner envelope containing:

- Financial Proposal ☐

FOR EMAIL SUBMISSIONS:

Technical Proposal PDF sent to the technical e-mail address specified in the Invitation Letter includes:

- Technical Proposal ☐
- Proposal Submission form ☐
- Voluntary Agreement to Promote GE & WE (Voluntary) ☐

Financial Proposal PDF sent to the financial e-mail address specified in the Invitation Letter includes:

- Financial Proposal ☐
- Financial Excel Spreadsheet (if required) ☐

Please check-off to confirm the below:

- MODEL FORM OF CONTRACT HAS BEEN READ AND UNDERSTOOD ☐
- THE GENERAL CONDITIONS OF THE CONTRACT HAVE BEEN READ, UNDERSTOOD, DULY
REVIEWED BY A LEGAL ENTITY FOR MY ORGANIZATION'S ABILITY TO COMPLY AND
ACCEPT ALL TERMS. ☐