

REQUEST FOR PROPOSAL

Provision of Travel Management Services to International Solar Alliance (ISA)

RFP No.: 11/2022-ISA

Country: India

Issued on: 23 December 2022

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Section 1. Letter of Invitation

The International Solar Alliance (ISA) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
 - Form A: Technical Proposal Submission Form
 - Form B: Bidder Information Form
 - Form C: Joint Venture/Consortium/Association Information Form (Not Applicable)
 - Form D: Qualification Form
 - Form E: Format of Technical Proposal
 - Form F: Financial Proposal Submission Form
 - Form G: Financial Proposal Form

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to procurement@isolaralliance.org , indicating whether you intend to submit a Proposal or otherwise. You may send the Technical Proposal and the Financial Proposal files separately. The financial and technical proposal shall be encrypted with different passwords and clearly labelled. Any Amendments to the RFP will be notified on ISA Website. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

The ISA recognizes the importance of valuing diversity and promoting inclusion in all our work programs and partnerships. The ISA highly values engaging with organizations and/or teams that reflect its geographical and diverse nature.

ISA looks forward to receiving your Proposal and thank you in advance for your interest in ISA procurement opportunities.

Issued by:

Name: Sudhakar Upadhyay

Date: 23 December 2022

Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	<p>1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by ISA.</p> <p>1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by ISA. ISA is under no obligation to award a contract to any Bidder as a result of this RFP.</p>
2. Fraud & Corruption, Gifts and Hospitality	<p>2.1 ISA strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of ISA vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation.</p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to ISA staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, ISA (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a ISA contract.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at http://www.un.org/depts/ptd/pdf/conduct_english.pdf</p>
3. Eligibility	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to ISA whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p>3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by ISA.</p>
4. Conflict of Interests	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by ISA to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process; b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of ISA. <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to ISA, and seek ISA's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p>

	<p>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of ISA staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</p> <p>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</p> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to ISA’s further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
B. PREPARATION OF PROPOSALS	
5. General Considerations	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the ISA</p>
6. Cost of Preparation of Proposal	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. ISA shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
7. Language	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and ISA, shall be written in the language (s) specified in the BDS.</p>
8. Documents Comprising the Proposal	<p>8.1 The Proposal shall comprise of the following documents:</p> <ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Proposal; c) Financial Proposal; d) Proposal Security, if required by BDS; e) Any attachments and/or appendices to the Proposal.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	<p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to ISA’s satisfaction.</p>
10. Technical Proposal Format and Content	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by ISA, and at no expense to ISA</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary</p>

	<p>training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the ISA. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
<p>11. Financial Proposals</p>	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<p>12. Proposal Security</p>	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by ISA, ISA shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by ISA, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or; b) In the event that the successful Bidder fails: <ul style="list-style-type: none"> i. to sign the Contract after ISA has issued an award; or <p>12.6 to furnish the Performance Security, insurances, or other documents that ISA may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
<p>13. Currencies</p>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <ul style="list-style-type: none"> a) ISA will convert the currency quoted in the Proposal into the ISA preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and b) In the event that ISA selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, ISA shall reserve the right to award the contract in the currency of ISA's preference, using the conversion method specified above.
<p>14. Joint Venture, Consortium or Association</p>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they</p>

	<p>are awarded the contract, the contract shall be entered into, by and between ISA and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of ISA.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by ISA.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
<p>15. Only One Proposal</p>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process; e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.
<p>16. Proposal Validity Period</p>	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by ISA and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<p>17. Extension of</p>	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, ISA may request Bidders to extend the period of validity of their Proposals. The request</p>

<p><i>Proposal Validity Period</i></p>	<p>and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
<p>18. Clarification of Proposal</p>	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to an ISA staff member, ISA shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 ISA will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 ISA shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of ISA to extend the submission date of the Proposals, unless ISA deems that such an extension is justified and necessary.</p>
<p>19. Amendment of Proposals</p>	<p>19.1 At any time prior to the deadline of Proposal submission, ISA may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>19.2 If the amendment is substantial, ISA may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
<p>20. Alternative Proposals</p>	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. ISA shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, ISA reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as “Main Proposal” and “Alternative Proposal”</p>
<p>21. Pre-Bid Conference</p>	<p>21.1 When appropriate, a Bidder’s conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder’s conference will be disseminated on the procurement website. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder’s Conference or issued/posted as an amendment to RFP.</p>

C. SUBMISSION AND OPENING OF PROPOSALS

<p>22. <i>Submission</i></p>	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the ISA General Contract Terms and Conditions.</p>
<p><i>Email Submission</i></p>	<p>22.4 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS. c) The password for opening the Financial Proposal should be provided only upon request of ISA. ISA will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected.
<p>23. <i>Deadline for Submission of Proposals and Late Proposals</i></p>	<p>23.1 Complete Proposals must be received by ISA in the manner, and no later than the date and time, specified in the BDS. ISA shall only recognize the date and time that the bid was received by ISA</p> <p>23.2 ISA shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
<p>24. <i>Withdrawal, Substitution, and Modification of Proposals</i></p>	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to ISA, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
<p>25. <i>Proposal Opening</i></p>	<p>25.1 There is no public bid opening for RFPs. ISA shall open the Proposals in the presence of an ad-hoc committee formed by ISA, consisting of at least two (2) members.</p>
<p>D. EVALUATION OF PROPOSALS</p>	
<p>26. <i>Confidentiality</i></p>	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the</p>

	<p>contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence ISA in the examination, evaluation and comparison of the Proposals or contract award decisions may, at ISA's decision, result in the rejection of its Proposal and may be subject to the application of prevailing ISA vendor sanctions procedures.</p>
<p>27. Evaluation of Proposals</p>	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. ISA will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ul style="list-style-type: none"> a) Preliminary Examination b) Minimum Eligibility and Qualification (if pre-qualification is not done) c) Evaluation of Technical Proposals d) Evaluation of Financial Proposals
<p>28. Preliminary Examination</p>	<p>28.1 ISA shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. ISA reserves the right to reject any Proposal at this stage.</p>
<p>29. Evaluation of Eligibility and Qualification</p>	<ul style="list-style-type: none"> a) Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria). b) In general terms, vendors that meet the following criteria may be considered qualified: c) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers. d) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, e) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; f) They are able to comply fully with ISA General Terms and Conditions of Contract; g) They do not have a consistent history of court/arbitral award decisions against the Bidder; and h) They have a record of timely and satisfactory performance with their clients. i) The consulting firm should provide credentials, through adequate references or documentation, of the following qualifications: j) Current local presence in the ISA focus countries. Past experience of working with ISA and/or with multilateral/international organizations will be an added advantage
<p>30. Evaluation of Technical and Financial Proposals</p>	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, ISA may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be</p>

	<p>provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals submissions, ISA will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;">TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;">FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p style="text-align: center;">Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
<p>31. Due Diligence</p>	<p>31.1 ISA reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ol style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that ISA may deem appropriate, at any stage within the selection process, prior to awarding the contract.
<p>32. Clarification of Proposals</p>	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, ISA may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 ISA's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by</p>

	<p>ISA in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by ISA, shall not be considered during the review and evaluation of the Proposals.</p>
<p>33. Responsiveness of Proposal</p>	<p>33.1 ISA’s determination of a Proposal’s responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by ISA and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<p>34. Nonconformities, Reparable Errors and Omissions</p>	<p>34.1 Provided that a Proposal is substantially responsive, ISA may waive any non-conformities or omissions in the Proposal that, in the opinion of ISA, do not constitute a material deviation.</p> <p>34.2 ISA may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, ISA shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of ISA there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail. <p>34.4 If the Bidder does not accept the correction of errors made by ISA, its Proposal shall be rejected.</p>
E. AWARD OF CONTRACT	
<p>35. Right to Accept, Reject, Any or All Proposals</p>	<p>35.1 ISA reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for ISA’s action. ISA shall not be obliged to award the contract to the lowest priced offer.</p>
<p>36. Award Criteria</p>	<p>36.1 Prior to expiration of the proposal validity, ISA shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.</p>
<p>37. Right to Vary Requirements at the Time of Award</p>	<p>37.1 At the time of award of Contract, ISA reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.</p>

<p>38. Contract Signature</p>	<p>38.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to ISA. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, ISA may award the Contract to the Second Ranked Bidder or call for new Proposals.</p>
<p>39. Performance Security</p>	<p>39.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS. Within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by ISA shall be a condition for rendering the contract effective.</p>
<p>40. Bank Guarantee for Advanced Payment</p>	<p>40.1 Except when the interests of ISA so require, it is ISA's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment.</p>
<p>41. Liquidated Damages</p>	<p>41.1 If specified in BDS, ISA shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.</p>
<p>42. Payment Provisions</p>	<p>42.1 Payment will be made only upon ISA's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in ISA with direct supervision of the Contractor. Payment will be affected by bank transfer in the currency of contract.</p>
<p>43. Other Provisions</p>	<p>43.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, ISA shall be entitled to same lower price. The ISA General Terms and Conditions shall have precedence.</p> <p>43.2 ISA is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The ISA General Terms and Conditions shall have precedence.</p> <p>43.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</p> <p>43.4 Termination: Either Party may terminate the Contract for cause, in whole or in part, upon thirty (30) days' notice, in writing, to the other Party.</p> <p>43.5 ISA may terminate the Contract at any time by providing written notice to the Contractor in any case in which the mandate of ISA applicable to the performance of the Contract or the funding of ISA applicable to the Contract is curtailed or terminated, whether in whole or in part. In addition, unless otherwise provided by the Contract, upon sixty (60) day's advance written notice to the Contractor, ISA may terminate the Contract without having to provide any justification therefor.</p> <p>43.6 Penalties: If the contractors fails to complete the works within the time specified in the contract, the supplier will pay the procuring entity liquidated damages for each calendar day of delay (1%) of the price of the contract, up to a maximum percentage of the final price of the contract. The procuring entity will be entitled to deduct any liquidated damages from the supplier's outstanding invoices, if any.</p>

Section 3. Bid Data Sheet

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	Will not be conducted Provide details below if The ISA focal point for the arrangement is: Procurement Unit. E-mail: procurement@isolaralliance.org
5	10	Proposal Validity Period	120 days
6	14	Bid Security	NIL
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will be imposed as follows: Provide details below if "Will be Imposed" is selected, otherwise delete the below 0.1% of contract price per day of delay: _____ Max. number of days of delay 15, (1.5% of contract amount) after which ISA may terminate the contract.
9	40	Performance Security	Not Required
10	18	Currency of Proposal	Indian Rupees

11	31	Deadline for submitting requests for clarifications/questions	5 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in ISA: Procurement Unit E-mail: procurement@isolaralliance.org Address: International Solar Alliance, 3rd Floor, Surya Bhawan, NISE Campus, Gwal Pahari, Gurugram, Haryana - 122003, India
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Direct communication to prospective Proposers by email
14	23	Deadline for Submission	15th January 2023 at 7.00 PM (Indian Standard Time)
14	22	Allowable Manner of Submitting Proposals	<input type="checkbox"/> Submission by email
15	22	Proposal Submission Address	E-mail: procurement@isolaralliance.org
16	22	Electronic submission (email) requirements	<ul style="list-style-type: none"> ▪ Format: PDF files only ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Password for financial proposal <u>must</u> not be provided to ISA until requested by ISA ▪ Max. File Size per transmission: 5 MB
17	27 36	Evaluation Method for the Award of Contract	Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively The minimum technical score required to pass is 70%.
18		Expected date for commencement of Contract	<i>January 30, 2023</i>
19		Maximum expected duration of contract	1+ 2 years ; Contract would be for an initial period of one year with the option to extend for two additional years subject to satisfactory performance.

20	35	ISA will award the contract to:	One or more Proposers, depending on the following factors : One contract will be awarded to the organisation for delivering entire scope of work
21	39	Type of Contract	ISA will award one contract
22		Other Information Related to the RFP	[All other instructions and information not yet mentioned so far in this Data Sheet but are relevant to the RFP must be cited here, and any further entries that may be added below this table row]

Section 4. Evaluation Criteria

Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity
- Bid Security submitted as per RFP requirements with compliant validity period

Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity. JV/Consortium/Sub-contract is allowed under this contract	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with clause 4.	Form A: Technical Proposal Submission Form
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
QUALIFICATION		
History of Non-Performing Contracts¹	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form

¹ Non-performance, as decided by ISA, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

Previous Experience	Sl. No.	Criteria	Documents required	Form D: Qualification Form (Previous Relevant Experience)
	1.	IATA Accreditation Certification	Provide copy	
	2	Minimum 7 years of experience in corporate specialization in Travel Management Services	Provide evidence	
	3	Minimum three (3) ongoing or completed contracts for same or similar services executed in last 36 months having : -One of the contract above INR 1 Crore per year *For contract, provide details of: client name, contract dates, contract values, contract focal point name and email, work location. [Note: ISA reserves the right to conduct reference checks with one or more of the listed clients of the bidder]	Provide copies	
	4	Letter of Satisfactory Performance from the top 2 clients in terms of contract value	Provide copies	
Financial Standing	The bidder should have a minimum average annual turnover of INR 15,00,00,000 (INR 15 Crore) during the past 3 years		Provide evidence	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability			Form D: Qualification Form

Technical Proposal of Bidders who passes the minimum eligibility criteria will be evaluated.

Technical and Financial Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1	Years in Business and Reputation of Travel Agency	15%	150
2	Travel Agency Capability, Expertise	25%	250
3	Personnel Competence (qualification and experience of proposed staff) and Work Approach	30%	300
4	Methodology / Work Approach and Value Additions	30%	300
Total			1000

Table 2.1.1

Technical Proposal Evaluation Form 1		Points obtainable
Years in business and Reputation of Travel Agency		
1.1	Years of establishment	50
1.2	Years of IATA membership	50
1.3	Reliability (References, and letters of recommendations)	50
		150

Table 2.1.2

Technical Proposal Evaluation Form 2		Points Obtainable
Travel Agency Capability, Expertise		
2.1	Quantity of branch office(s) around the country/worldwide:	50
2.2	Membership in global travel management associations	40
2.3	Volume of sales (annual domestic/ international air tickets turnover in 2022)	60
2.4	Reservation Booking System	50
2.5	E-ticketing service provision minimum requirement	25
2.6	BSP (IATA) minimum requirement Billing and Settlement Plan	25
		250

Table 2.1.3

Technical Proposal Evaluation Form 3		Points Obtainable
Personnel Competence (Qualification and Experience)		
3.1	Qualification & Professional Experience of Client Manager and Implant Head	150
3.2	Qualification & Professional Experience of proposed Travel Experts for UN Implants	150
		300

Table 2.1.4

Technical Proposal Evaluation Form 4		Points Obtainable
Methodology / Work Approach and Value Additions		
4.1	Process for Billing/ MIS & Contract Management	100
4.2	Work Approach, Quality Assurance of Services	100
4.3	Value Additions / Innovation on services provided	100

		300
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Table 2.2. Detailed Breakdown of obtainable points per each Evaluation Criteria

	Points obtainable
Part I – Years in business and Reputation of Travel Agency (15%):	150 (1.1+1.2+1.3):
1.1 Years of establishment	50:
- 5 years minimum requirement	35
- More than 5 years, 1 point per each additional year, but no more than 15 points	15*
1.2 Years of IATA membership	50:
- 4 years minimum requirement	35
- More than 4 years – 1 point per every additional year, but no more than 15 points	15*
1.3 Reliability (References, and letters of recommendations)	50:
- Minimum 1 recommendation from IATA Air Carrier	30
- More than 1 recommendation from IATA Air Carrier – 2 points for every additional recommendation, but no more than 10 points	10*
- Recommendation from International Organization(s), embassies, multinational corporations – 2 points for every recommendation, but no more than 10 points	10*
Part II - Travel Agency Capability, Expertise (25%):	250 (2.1+2.2+2.3+2.4+2.5+2.6):
2.1 Quantity of branch office(s) around the country/worldwide:	50:
- Minimum 1 branch	35
- More than 1: 3 points per every additional brunch in the country and/or worldwide, but not more 15 points	15*
2.2 Membership in global travel management associations	40*
2.3 Volume of sales (annual domestic / international air tickets turnover in 2022)	60:
- Annual ticket turnover of INR 30 lacs - minimum requirement	40
- Annual ticket turnover of more than 30 lacs INR– 1 point per every additional INR 10 lacs of turnover, but no more than 24 points	20*
2.4 Reservation Booking System	50:
- Availability of at least 1 booking system (minimum requirement)	35
- Availability of additional booking systems – 3 points per every additional system, but no more than 15 points	15*
2.5 E-ticketing service provision minimum requirement	25
2.6 BSP (IATA) minimum requirement Billing and Settlement Plan	25
Part III - Personnel Competence (Experience and qualification)– 25%	300 (3.1+3.2):
3.1 Qualification & Professional Experience of Client Manager and	150:

Implant Head	
- Client Managers' experience in Travel Industry (7 years minimum), 10 points for each additional year	80*
- Implant Heads' experience in Travel Industry (7 years minimum), 10 points for each additional year	70*
3.2 Experience of proposed travel experts for UN implants (each proposed travel expert – three numbers)	150:
- At least 5 years of experience in Travel Industry	90 (30x3)
- More than 5 years – 1 point per every additional year, but no more than 20 points	60 (20x3)*
Part IV - Methodology / Work Approach and Value Additions 35%	300 (4.1+4.2+4.3):
4.1 Process for Billing/ MIS & Contract Management	100:
- Turn Around Time for Billing including credit notes	30
- Suggested format & frequency for MIS reporting	30
- Proposed methodology for regular contract monitoring and management	40
4.2 Work Approach, Quality Assurance of Services	100:
- Appropriateness of internal quality control, corporate standards and workflow organization	50
- Management plan for providing services to ISA in different locations	50
4.3 Value Additions / Innovation on services provided	100
- Value Additions or any innovation proposed in addition to requirements listed in ToRs (33 marks for each for upto 3 value additions / innovations)	
- Note : such value addition must relate to process improvements and the cost of these (if any) should be included in the overall financial proposal.	
Total for technical points (Parts I+II+III+IV)	1000

**The additional points can be obtained for exceeding of minimum requirements*

Section 5. Terms of Reference (TOR)

A. Background and General Considerations

Background

In order to achieve time and cost efficiency while ensuring outstanding quality of service, ISA envisages entering into agreement with one (1) qualified Travel Agency for the provision of Travel Management Services for an initial period of one year with the option to extend for two additional years, subject to a satisfactory performance evaluation.

The average annual volume of tickets procured by the ISA during 2022 (till date) amounts to approximately INR Three Crore Eighty Lakhs (INR 3,80,00,000). Ticketing volume in the years to come is expected to remain at comparatively similar levels. However, any agreement resulting from this Request for Proposal carries with it no guarantee of future business levels.

Travel, as referred to in the Terms of Reference, shall apply to all journeys of ISA staff 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;
- Home leaves, emergency travels etc.

ISA Travel Policy

Current air travel policy requires the Travel Agencies in all cases to book the lowest/most economic available fares and to research alternate itineraries in order to provide the lowest appropriate fares, which satisfy the ISA travel policies and mission requirements. The ISA travel policies embody the following basic principles:

- a. Where available, use of the lowest restricted and non-refundable fare (including penalty fares) is the preference;
- b. Full economy fares may be used if no appropriate reduced fares are available;
- c. Business class travel or equivalent may be applicable only in limited situations;
- d. Travel regulations prohibit first-class travel except for a few specific categories;
- e. The Travel Agency must be knowledgeable of and prepared to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate;
- f. The Travel Agency shall, where appropriate, attempt to obtain free business class and first class upgrades for ISA travelers.

ISA Travel Production Report for 2022

The annual value and volume of travel services procured by the UN Agencies in India during 2022 is presented in Annex A to the Terms of Reference. These figures shall serve as indication of expected future business level, however UN Agencies in India neither represent nor warrant that the selected Travel Agency will provide a guaranteed level of Travel Management Services hereunder, and UN Agencies do not guarantee any minimum quantity of Travel Management Services or procurement.

B. Scope of Services, Expected Outputs and Performance Standards

Objective

ISA is hereby undertaking a solicitation of proposals from Travel Agencies which are interested to provide various Travel Management Services regularly required by the ISA. All management and administrative products, current and emerging, which assist in the support of the authorized travel, fall within the scope of the proposal. The successful proposer shall be contracted for this purpose for an initial period of one (1) year and renewable for additional two (2) years, upon satisfactory evaluation of performance.

Scope of Services and Expected Outputs

The successful Travel Agency shall provide full, prompt, accurate and expert international travel products and services to staff of the ISA from 08:30 to 18:00 during working days. Travel Agency shall provide for 24 hours emergency service, as well as for services during weekends and official holidays where emergency travel service is required (this can originate from remote locations). One of the Travel Agency's employees shall always be reachable by phone. The products and services include, but are not limited to, the following:

Mandatory Services Requirement

1) Reservation and Ticketing

- For every request, the Travel Agency shall immediately make offers and prepare appropriate itineraries and formal quotation based on the lowest available fare and the most direct and convenient routing;
- In the event of loss, the Travel Agency shall immediately replace airline tickets, as per conditions enforced by airline carriers;
- In the event that required travel arrangement cannot be confirmed, the Travel Agency shall notify ISA representative 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, as per conditions enforced by airline carriers;
- 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 ISA of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- The Travel Agency shall provide information on airline tickets schedules.
- One experienced person to be deputed at ISA Secretariat

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.

- The Travel Agency shall ensure that tickets issued are in accordance with entitlements prescribed in ISA Travel Authorization;
- The Travel Agency shall assist ISA representatives in negotiating with airlines on preferred fare conditions for ISA, 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 ISA, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting;
- The Travel Agency shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agent can offer these services. The Travel Agency is expected to expand these services, as they become available on additional carriers.

3) Travel Information / Advisories

- The Travel Agency shall provide quick reference 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., as per Amadeus TIMATIC guides;
- The Travel Agency shall promptly notify 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.

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 ISA as expeditiously as possible;
- The Travel Agency shall refund tickets within one (1) week only;
- 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 ISA or the traveller;
- The Travel Agency shall report back to the ISA on the status of ticket refunds.

5) Supplier Relations

- The Travel Agency shall not favour any particular air carrier when making reservations;
- The Travel Agency shall maintain excellent relations with all air carriers for the benefit of ISA.

6) Services Quality Control and continuous improvements

- The Travel Agency shall establish and operate to monitor on a regular and continuous basis the quality of travel products and services provided to ISA ;

- 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 ISA ;
- Regular meetings between senior management to monitor and review progress on an ongoing basis with a view to suggesting improvements to the service.
- ISA shall be notified of any deficiencies found and corrective action taken;
- The Travel Agency warrants that the personnel assigned to handle ISA travel arrangements shall constantly be trained to be kept up to date.
- Measurements of improvements to the service will be part of the Service Level Agreement between the parties.

7) Availability of Other Products and Services as May Be Requested

a) Lost Ticket/Travel Documents

b) Preferred Seating Arrangements/Upgrades

c) Privileged Check-In Services/Use of Airline Lounge Facilities

d) Excess Baggage/Lost Baggage

e) Travel Insurance

f) Rail booking – if required, assist in booking through rail in India and overseas

g) Medical advice

- The Travel Management Agency will provide medical advice and information on health requirements at all times for international travelers. The traveler profiles will include details of inoculations, wherever applicable.

h) Passport and Visa arrangements

- The Travel Management Agency shall always notify ISA and travellers of the updated Visa requirements for destinations to be visited and transited during a planned journey and shall make certain the traveler is in possession of valid travel documents before commencement of travel. Current Visa application forms should be readily available at all times with the implant staff.
- Notification of any passport and visa requirements shall always be given at the earliest opportunity.
- The Travel Management Agency shall be responsible for the provision of all necessary forms and the processing of applications.
- Applications shall be processed upon receipt by the Travel Management Agency and forwarded to the relevant consulate or embassy. The Travel Management Agency shall make the traveler / booker aware of the normal period required by the relevant authority to process the application.
- All applications will be checked by the Travel Management Agency for accuracy and completeness upon receipt. Notification of any errors shall be immediately made to the applicant.
- The progress of all passport and visa applications shall be closely monitored by the Travel Management Agency to ensure the correct documentation is returned to the traveler prior to the date of travel.

i) Emergency Services, e.g., sickness, injury, etc.

- At all other times a comprehensive 24 hour Emergency Service shall be available 365 days per year for assistance both in India and overseas to all travelers and members of ISA staff who may need access to an emergency service.
- The emergency service will also provide assistance in obtaining emergency medical help

for staff on official travel, assistance in obtaining lost baggage, and emergency repatriation travel of ISA staff. During emergencies the implant office will be expected to be operational during holidays and weekends.

j) Meet and Assist Facilities & Airport Assistance

The Travel Management Agency will provide assistance service at airports as and when required

- At the time of departure: Assist passenger with issuance of boarding pass and check-in facilities at the airlines counter. Guide them to Immigration counter and security check.
- At the time of Arrival: Help them in custom clearance of luggage and guide them to vehicle parking area.

Meet & Assist: Services rendered by travel Agents staff to a passenger at the time of arrival and departure with boarding, embarkation or during connections.

8) Newsletter

- The Travel Management Agency shall provide a regular newsletter providing updated information pertinent to ISA travelers. This will incorporate information regarding relevant promotional fares and rates, changes to the Travel Management Agency personnel and general travel information.

9) Providing an Interface with major Airlines and Hotels to get the best corporate deals: Ability to facilitate meetings with Senior colleagues from Airlines and leading Hotel chains to get the best corporate deals for ISA (data to be based on the MIS reports).

Optional Services Requirement

1) Conferences and Meetings

- The Travel Agent(s) shall, upon request, facilitate the arrangement of conferences, meetings, seminars and training workshops.
- The Travel Agent(s) shall identify suitable hotels or other establishments, request for proposals and quotations, negotiate rates and other terms and conditions and present the final offer for consideration
- and approval by ISA.
- The Travel Agent(s) shall, if requested, assist ISA in preparing for the meeting, including, but not limited to, ensuring that all the agreed upon conditions are being met by the hotel or the establishment where the meeting is to take place.
- The Travel Agent(s) will ensure that any other services such as registration of participants, additional
- equipment, assistants, ancillary staff and transportation of participants will be satisfactorily provided.

3) Ground Transportation/Car Rental / provision of Taxi services for regular requirements in Delhi and anywhere in India. Occasionally these services might be also required outside India.

Please note that Mandatory Services are non-negotiable requirements, whereas optional services are

non-mandatory. ISA may add any or all of the Optional Services to the main Travel Agreement with the selected service provider should these be assessed as convenient for ISA. If the bidders do not have sufficient internal capability to provide the whole range of services, they might wish to create consortiums or enter into sub-contracting for these services (please refer to clause 19 of “Instruction to Proposers” this RFP for guidance on this).

In the event that the proposal is made in association with one or multiple partners (i.e. Consortium or Joint Venture) the documentation shall include the corresponding agreement between the parties and indicate roles and responsibilities of all the partners.

Performance Standards and Service Level Guarantee for Travel and Forex services has been provided in the next column. However, if the contract is entered for the whole range of services, Service Level Agreements for the rest of services would be agreed with the selected service provider and ISA before the beginning of the contract.

Bidders are requested to clearly indicate if they propose to provide these additional services; if yes, then please submit the methodology along with financial proposal for these additional services separately. After finalisation of the preferred bidder, ISA and participating agencies will decide on incorporating the additional services in the main Travel Management contract based on the proposed methodology and financial quotes. The financial quote for these additional services should be quoted separately and submitted along with the Section – 7 : Financial Proposal Form.

C. Contractual and Institutional Arrangements

Roles and Responsibilities

The Travel Agency shall collaborate with the representatives designated ISA who will request quotations for various itineraries, as required. Requests shall be sent in writing to the Travel Experts 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 08:30 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 ISA Travel Policy and special fares and conditions offered by air carriers to the ISA. 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 validity of booking;
- refund/rebooking charges;

- price in INR/USD, disaggregated by ticket fare, taxes, service fee and other charges if applicable.

ISA 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 the ISA representative. The period of validity of booking shall be in accordance with policies enforced by airline carriers and shall be indicated in the message.

ISA representative shall make every effort to obtain all required approvals for the proposed booking and travel within the period of validity of booking. In the event that he/she failed to request issuance of electronic ticket within the period of validity of the initially proposed booking, the Travel Agency shall make every effort to re-book the initially proposed itinerary at the same fare and conditions, or shall inform ISA 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.

9. Contract Management, Reporting and Billing

The contract resulting from the present Request for Proposal shall be available for ISA which will designate one representative to deal with the Travel Agency. However, the overall contract management responsibility shall rest with ISA Management.

ISA Administrative Assistant shall serve as the focal point for the following:

- Contract administration and overall point of contact for the contracted Travel Agency;
- Issuance, answering questions; coordination and establishment of reports;
- Obtain and review quarterly reports from the Travel Agency;
- Conduct Travel Agency Performance Review once per year;
- Perform inspection of services, including verification of fares, rates, etc.

ISA Travel Assistant shall, from time to time, evaluate and verify with other Travel Agencies and other industry indicators the comparability and competitiveness of the rates offered by the contracted Travel Agency. ISA reserves the right to terminate contract with the Travel Agency at any time if the Travel Agency charges ISA on higher rates than market standards, or does not render minimum services described in this tendering document.

ISA Staff may use the services under this contract on same pricing conditions for personal requirements, owever, their payment would be settled by the staff themselves and ISA shall have not any obligation of settling such payments. Any such personal request should not take preference over the official work and should only be provided by the Agency if excess capacity is available.

For purposes of accessibility, ease of coordination, efficiency of delivery of services and lowering the overall costs of doing business, ISA remain the right, and the Travel Agency contracted through this tendering exercise will comply with the request.

MIS /Reporting

The Travel Agency shall submit the following reports on regular basis to designated officials:

- Quarterly Production Statistics;
- Quarterly Carrier – Route – Fare Analysis and Production/Volume of Business;

- Quarterly Production Statistics and Carrier–Route–Fare Analysis and Production/Volume of Business Report, containing the following minimum information: name of requesting unit (UN Agency), ticket number, passenger name, travel dates, itinerary, ticket price, service fee applied;
- Changes and Update on Airline Rates, promotions, policy changes, etc., immediately upon the receipt of the advice;
- Monthly Complaint Analysis.

Billing and Invoice

- The Travel Agency shall send an itemized official invoice to the designated representative of ISA at the end of each month for all services provided;
- The invoice shall be issued in Indian Rupees ;
- The invoice price shall be disaggregated by ticket fare, different type of taxes, service fee and other charges (if applicable);
- Within **30** working days the invoiced ISA shall effect payment to the Travel Agency upon review and approval of the services included in the invoice;
- Invoices for Personal services shall be settled by the staff themselves.

FORM FOR SUBMITTING SERVICE PROVIDER’S TECHNICAL PROPOSAL

(This Form must be submitted only using the Service Provider’s Official Letterhead/Stationery²)

[insert: Location].

[insert: Date]

To: [insert: Name and Address of ISA focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to ISA in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the General Contract Terms and Conditions:

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of ISA by indicating the following:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.
- c) Track Record – list of clients for similar services, indicating description of contract scope, contract duration, contract value, contact references;
- d) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
- e) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work. A broad outline of the report/s is given in the scope of work.

The bidder shall propose its own outline of the modules in detail in the methodology section of the proposal.

C. Qualifications of Key Personnel

² Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

The Service Provider must provide:

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted.
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

[Name and Signature of the Service Provider's Authorized
Person]
[Designation]
[Date]

FORM B: BIDDER INFORMATION FORM

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you an ISA vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[Complete]
Contact person ISA may contact for requests for clarification during Proposal evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	<ul style="list-style-type: none"> ▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured ▪ Certificate of Incorporation/ Business Registration ▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ Trade name registration papers, if applicable ▪ Local Government permit to locate and operate in assignment location, if applicable ▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country ▪ Power of Attorney

FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

Name of leading partner (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
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We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

Letter of intent to form a joint venture **OR** JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to ISA for the fulfillment of the provisions of the Contract.

Name of partner: _____	Name of partner: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
 Name of partner: _____	 Name of partner: _____
Signature: _____	Signature: _____
Date: _____	Date: _____

Form D: Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

Historical Contract Non-Performance

<input type="checkbox"/> Contract non-performance did not occur for the last 3 years			
<input type="checkbox"/> Contract(s) not performed for the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so, requested by ISA.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

Financial Standing

Annual Turnover for the last 3 years	Year	INR/USD
	Year	INR/USD
	Year	INR/USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

FORM E: FORMAT OF TECHNICAL PROPOSAL

Please ensure that the information below is adapted in accordance with the technical evaluation criteria included in Section 4. The below sections correspond to the sample criteria included in this template RFP in Section 4]

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 Specific organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls.
- 1.3 Relevance of specialized knowledge and experience on similar engagements for fund-raising done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.4 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.5 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.6 Any other comments or information regarding the project approach and methodology that will be adopted.

SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

Format for CV of Proposed Key Personnel

NAME OF PERSONNEL	[INSERT]
POSITION FOR THIS ASSIGNMENT	[INSERT]
NATIONALITY	[INSERT]
LANGUAGE PROFICIENCY	[INSERT]

<p>EDUCATION/ QUALIFICATIONS</p> <hr/>	<p><i>[SUMMARIZE COLLEGE/UNIVERSITY AND OTHER SPECIALIZED EDUCATION OF PERSONNEL MEMBER, GIVING NAMES OF SCHOOLS, DATES ATTENDED, AND DEGREES/QUALIFICATIONS OBTAINED.]</i></p> <hr/> <p>[INSERT]</p>
<p>PROFESSIONAL CERTIFICATIONS</p> <hr/>	<p><i>[PROVIDE DETAILS OF PROFESSIONAL CERTIFICATIONS RELEVANT TO THE SCOPE OF SERVICES]</i></p> <hr/> <ul style="list-style-type: none"> ▪ NAME OF INSTITUTION: [INSERT] ▪ DATE OF CERTIFICATION: [INSERT]

EMPLOYMENT
RECORD/
EXPERIENCE

[LIST ALL POSITIONS HELD BY PERSONNEL (STARTING WITH PRESENT POSITION, LIST IN REVERSE ORDER), GIVING DATES, NAMES OF EMPLOYING ORGANIZATION, TITLE OF POSITION HELD AND LOCATION OF EMPLOYMENT. FOR EXPERIENCE IN LAST FIVE YEARS, DETAIL THE TYPE OF ACTIVITIES PERFORMED, DEGREE OF RESPONSIBILITIES, LOCATION OF ASSIGNMENTS AND ANY OTHER INFORMATION OR PROFESSIONAL EXPERIENCE CONSIDERED PERTINENT FOR THIS ASSIGNMENT.]

[INSERT]

[PROVIDE NAMES, ADDRESSES, PHONE AND EMAIL CONTACT INFORMATION FOR TWO (2) REFERENCES]

REFERENCES	REFERENCE 1:
	[INSERT]
	REFERENCE 2:
	[INSERT]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

Signature of Personnel

Date (Day/Month/Year)

FORM F: FINANCIAL PROPOSAL SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder] **Form G: Financial Proposal Form**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder’s disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder’s Technical Proposal.

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers.

ISA envisages entering into a multiyear 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 ISA the own 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 B (Scope of Services, Expected Outputs and Performance Standards) of the Terms of Reference the selected Travel Agency will charge the ISA fixed service fee per each issued ticket regardless of booking class, as detailed in Section 7 (Financial Proposal Form) of the present Request for Proposal. The level of the service fees shall remain fixed for the whole duration of the contract and shall apply for a whole itinerary per passenger and each independent air ticket issued unless there are changes in pricing

introduced by air carrier which should be officially communicated.

(1) Based on the annual value and volume of travel services procured by ISA during (historical spend statistics are provided in annex A to Section 3 – Terms of Reference, Proposers are requested to indicate the service fee for each mandatory service required in below TABLE. The Financial Proposal will be opened only from those Offerors which Technical Proposal passed the minimum technical score of 70% (700 points) of the maximum obtainable score of 1000 points in the evaluation of the Technical Proposals

(2) *Financial evaluation* of the technically qualified proposals will be performed in the following way: the proposed transaction fee (B) would be multiplied by the weight of each service (A) to obtain (C). (C) would be added to get the total score obtained by each bidder. This total would be inverse proportioned with the lowest bidder to get the scores from 30.

TABLE Mandatory Services Requirement

Ticketing Based Charges and Other Service and Transaction Fees	Weightage for each service (A)	Fixed Fee per transaction (INR) (B)	Total (A)x(B) (INR) (C)
7.1.a) TICKET ISSUANCE FEES (Including Cancellation and/or Re-issuance in the same Airline)			
• International Air Ticket	25		
• Domestic Air Ticket	30		
• Rail Ticket (domestic)	10		
• Rail Ticket (domestic) Tatkal	5		
7.1.b) NON-TICKET BASED FEES AND OTHER SERVICE CHARGES:			
• Visa processing/assistance fee - per visa	10		
• Lost ticket and travel documents assistance – per ticket / document	5		
• Airport assistance (meet and greet at airport) – per instance	5		
• Assistance in Hotel Reservation – per individual (not for workshops or bulk bookings)	10		
Total (INR)			