

**REQUEST FOR PROPOSALS (RFP)**  
**RFP/2014/031**  
**Travel Management Services**

**International Renewable Energy Agency**  
**29 December , 2014**

**Deadline: 26 January, 2015**

**Section 1: Letter of Invitation (LoI)**

Abu Dhabi, 29 December, 2014

Dear Madam or Sir,

1. The International Renewable Energy Agency (IRENA) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for Travel Management and other related services.
2. This RFP includes the following documents:
  - Section 1 – This Letter of Invitation
  - Section 2 – Instructions to Proposers (including Data Sheet)
  - Section 3 – Terms of Reference ( attached herewith) as section 3
  - Section 4 – Proposal Submission Form
  - Section 5 – Documents Establishing the Eligibility and Qualifications of the Proposer
  - Section 6 – Technical Proposal Form
  - Section 7 – Financial Proposal Form
  - Section 8 – General Terms and Conditions ( attached herewith)
3. Your offer comprising of a Technical and Financial Proposal, in separate sealed envelopes, should be submitted in accordance with the Data Sheet.
4. You are kindly requested to submit an acknowledgment letter to IRENA via the following email [procurement@irena.org](mailto:procurement@irena.org). The letter should advise whether your company intends to submit a Proposal or not

International Renewable Energy Agency  
IRENA Secretariat, CI Office Building, Khalidiyah (32nd) Street  
Abu Dhabi, United Arab Emirates  
RFP: Travel Management and related Services

Deadline to submit your proposals :  
**Monday 26 January, 2015 at 14.00hrs** (Abu Dhabi Local time).

5. Should you need further clarification, kindly communicate with the contact person indicated in the attached Bid Data Sheet duly assigned to handle all queries for this RFP.
6. We look forward to your Proposal and thank you in advance for your interest in IRENA procurement opportunities.

Yours sincerely,

Jayantilal M. Karia  
Director of Administration Management Services

## Section 2: Instruction to Proposers

### Definitions of Terms

- a) *“Contract”* refers to the agreement that will be signed by and between the IRENA and the successful proposer, all the attached documents thereto, including the General Terms and Conditions (GTC) and the Appendices.
- b) *“Country”* refers to the country indicated in the Data Sheet.
- c) *“Data Sheet”* refers to such part of the Instructions to Proposers used to reflect conditions of the tendering process that are specific for the requirements of the RFP.
- d) *“Day”* refers to calendar day.
- e) *“Instructions to Proposers”* (Section 2 of the RFP) refers to the complete set of documents which provides Proposers with all information needed and procedures to be followed in the course of preparing their Proposals
- f) *“LOI”* (Section 2 of the RFP) refers to the Letter of Invitation being sent by IRENA to the Proposers.
- g) *“Proposal”* refers to the Proposer’s response to the Request for Proposal, including the Proposal Submission Form, Technical and Financial Proposal and all other documentation attached thereto as required by the RFP.
- h) *“Proposer”* refers to any legal entity that may submit, or has submitted, a Proposal for the provision of services requested by IRENA.
- i) *“RFP”* refers to the Request for Proposals consisting of instructions and references prepared by IRENA for purposes of selecting the best service provider to perform the services described in the Terms of Reference.
- j) *“Services”* refers to the entire scope of tasks and deliverables requested by IRENA under the RFP.
- k) *“Supplemental Information to the RFP”* refers to a written communication issued by IRENA to prospective Proposers containing clarifications, responses to queries received from prospective Proposers, or changes to be made in the RFP, before the deadline for the submission of Proposals.
- l) *“Terms of Reference”* (TOR) refers to the document included in RFP as Section 3 which describes the objectives, scope of services, activities, tasks to be performed, respective responsibilities of the proposer, expected results and deliverables and other data pertinent to the performance of the range of duties and services expected of the successful proposer.

## **A. GENERAL**

1. IRENA solicits Proposals in response to this Request for Proposal (RFP). Proposers must strictly adhere to all the requirements of this RFP. No changes, substitutions or other alterations to the provisions stipulated in this RFP will be accepted unless approved in writing by the Chief Procurement Officer. However, whilst fully complying with the RFP requirements, Proposers are encouraged to provide any suggestions and solutions that may achieve a more cost-effective and value-for-money approach to fulfilling the requirements of this RFP.
2. Submission of a Proposal shall be deemed to constitute an acknowledgement by the Proposer that all obligations stipulated by this RFP will be met and unless specified otherwise, the Proposer has read, understood and agreed to all the instructions provided in this RFP.
3. Any Proposal submitted will be regarded as an offer by the Proposer and not as an acceptance of an offer of any Proposal by IRENA. Any Proposal shall have only one option. If options were proposed, only the first option will be considered. This RFP does not commit IRENA to award a contract.
4. A Proposer shall not be in any position of conflict of interest arising from their current or future work with respect to IRENA. All Proposers found to have a conflict of interest shall be disqualified. Proposers may be considered to have a conflict of interest with one or more parties in this solicitation process, if they:
  - 4.1 are or have been associated in the past, with a firm or any of its affiliates which have been engaged with IRENA to provide services for the preparation of the design, specifications, Terms of Reference and other documents to be used for the procurement of the goods and services to be purchased in this selection process;
  - 4.2 were involved in the preparation and/or design of the program/project related to the services requested under this RFP;
  - 4.3 have owners, officers, directors, controlling shareholders, or key personnel who are related to IRENA staff involved in procurement functions;
  - 4.4 submit more than one Proposal in this RFP, either as an individual entity, or through its membership with a joint venture/consortium/association that is also submitting a Proposal for the same contract.
  - 4.6 are found to be in conflict for any other reason, as may be established by, or at the discretion of, IRENA.
5. The eligibility of Proposers that are wholly or partly owned by the Government shall be subject to IRENA's further evaluation and review of various factors such as extent of Government ownership, receipt of subsidies.

## **B. CONTENTS OF PROPOSAL**

### **6. Sections of Proposal**

Proposers are required to complete, sign and submit in the number of copies the following documents:

- 6.1 Proposal Submission Covering Letter Form
- 6.2 Documents Establishing the Eligibility and Qualifications of the Proposer Technical Proposal
- 6.3 Financial Proposal

#### **Clarification of Proposal**

Proposers may request a clarification of any of the RFP documents no later than the number of days indicated in the **Data Sheet** before the proposal submission date. Any request for clarification must be sent in writing, or by electronic means to the IRENA address indicated in the **Data Sheet**. IRENA will respond in writing or by electronic means and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Proposers who have provided confirmation of their intention to submit a Proposal.

IRENA shall endeavor to provide such responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of IRENA to extend the submission date of the Proposals, unless IRENA deems that such an extension is justified and necessary.

- 7. Proposers may request a clarification of any of the RFP documents no later than the number of days indicated in the **Data Sheet** before the proposal submission date. Any request for clarification must be sent in writing, or by electronic means to the IRENA address indicated in the **Data Sheet**

### **8. Amendment of Proposals**

At any time prior to the deadline for submission of Proposals, IRENA may for any reason, such as in response to a clarification requested by a Proposer, modify the RFP in the form of a Supplemental Information to the RFP. All Proposers who have provided confirmation of their intention to submit a Proposal will be notified in writing of all amendments to the RFP. All amendments shall be uploaded on IRENA's website under procurement notices. [www.irena.org](http://www.irena.org)

In order to afford prospective Proposers reasonable time to consider the amendments in preparing their Proposals, IRENA may, at its discretion, extend the deadline for submission of Proposals, if the nature of the amendment to the RFP justifies such extension.

## C. PREPARATION OF PROPOSALS

### 9. Cost of Proposal

The Proposer 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. IRENA shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the process.

### 10. Language of Proposal

The Proposal, as well as all related correspondence exchanged by the Proposer and IRENA, shall be written in the language (s) specified in the **Data Sheet**. Any printed literature furnished by the Proposer written in a language other than the language indicated in the **Data Sheet**, must be accompanied by a translation in the preferred language indicated in the **Data Sheet**. For purposes of interpretation of the Proposal, and in the event of discrepancy or inconsistency in meaning, the version translated into the preferred language shall govern.

### 11. Proposal Submission Form

The Proposer shall submit the Proposal Submission Form using the form furnished in Section 4 of the RFP.

### 12. Technical Proposal Format and Content

Unless otherwise stated in the **Data Sheet**, the Proposer shall structure the Technical Proposal to meet the evaluation criteria, as follows:

12.1 **Expertise of Firm/Organization** – this section should provide details regarding management structure of the organization, organizational capability/resources, and experience of organization/firm, the list of projects/contracts (both completed and on-going, both domestic and international) which are related or similar in nature to the requirements of the RFP.

12.2 **Proposed Methodology, Approach and Implementation Plan** – this section should demonstrate the Proposer's response to the Terms of Reference by identifying the specific components proposed, how the requirements shall be addressed, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; identifying the works/portions of the work that will be subcontracted; and demonstrating how the proposed methodology meets or exceeds the specifications, while ensuring appropriateness of the approach to the local conditions and the rest of the project operating environment. This methodology must be laid out in an implementation timetable that is within the duration of the contract as specified in the **Data Sheet**.

12.3 **Management Structure and Key Personnel** – This section should include the comprehensive curriculum vitae (CVs) of key personnel that will be assigned to support the implementation of the proposed methodology, clearly defining the roles

and responsibilities vis-à-vis the proposed methodology. CVs should establish competence and demonstrate qualifications in areas relevant to the TOR.

In complying with this section, the Proposer assures and confirms to IRENA that the personnel being nominated are available for the Contract on the dates proposed. If any of the key personnel later becomes unavailable, except for unavoidable reasons such as death or medical incapacity, IRENA reserves the right to render the proposal non-responsive. Any substitution of personnel arising from unavoidable reasons shall be made only with the approval of IRENA.

12.4 Other Information as may be relevant to the Proposal.

The Technical Proposal shall not include any financial information. A Technical Proposal containing any form of financial information that could lead to the determination of the price offer may be declared non-compliant.

### **13. Financial Proposals**

The Financial Proposal shall be prepared using the attached standard structure (Section 7). No other pricing approach shall be expected.

### **14. Currencies of Proposals**

All prices from Proposers originating from outside the Country specified in the **Data Sheet** shall be quoted in the currency indicated in the **Data Sheet**.

### **15. Documents Establishing the Eligibility and Qualifications of the Proposer**

The Proposer shall furnish evidence of its status as an eligible and qualified vendor, using the forms provided. The documentary evidence of the Proposer's qualifications to perform the Contract is required. This evidence shall include, and must demonstrate, the following:

15.1 That the Proposer has the financial, technical, and production capability necessary to perform the Contract.

### **16. Joint Venture, Consortium or Association**

If the Proposer is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to IRENA for the fulfillment of the provisions of the Contract and shall designate one party to act as a leader with authority to legally bind the joint venture, consortium, or association.

The leader or lead entity, composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of IRENA .

The description of the organization of the joint venture/consortium/association must be clearly defined in the course of establishing the eligibility of the Proposer, by defining the

expected role of each of its component/member firm in the course of performing the services defined in the TOR.

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

- Those that were undertaken together by the joint venture/consortium/association jointly and severally; and
- Those that were undertaken by the individual members of the joint venture/consortium/association expected to be involved in the performance of the services defined in the TOR.

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 joint venture/consortium/association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their credentials.

#### **17. Alternative Proposals**

Unless otherwise specified in the **Data Sheet**, alternative proposals shall not be considered.

#### **18. Period of Validity**

Proposals shall remain valid for the period specified in the **Data Sheet**, commencing on the submission deadline date also indicated in the **Data Sheet**.

In exceptional circumstances, prior to the expiration of the proposal validity period, IRENA may request Proposers to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.

### **D. SUBMISSION AND OPENING OF PROPOSALS**

#### **19. Submission and Opening of Proposals**

19.1 The Financial Proposal and the Technical Proposal Envelopes **MUST BE COMPLETELY SEPARATED** and each of them must be submitted sealed individually and clearly marked on the outside as either “TECHNICAL PROPOSAL” or “FINANCIAL PROPOSAL”, as appropriate. Each envelope **MUST** also bear the name of the Proposer. The inner and outer envelopes shall:

- bear the name and address of the Proposer
- be addressed to IRENA as specified in the **Data Sheet** and
- bear a warning not to open before the time and date for proposal opening, as specified in the **Data Sheet**.

If all envelopes are not sealed and marked as required, IRENA will assume no responsibility for the misplacement or premature opening of the Proposal.

19.2 Proposers may always submit their Proposals by mail/courier or by hand delivery. When so specified in the **Data Sheet**, Proposers shall have the option of submitting their Proposals electronically. When the Proposals are expected to be in transit for over 24 hours, the Proposer must ensure that sufficient lead time has been provided in order to comply with IRENA's deadline for submission. Under such circumstances, the Proposer must inform IRENA of the exact date and time of their dispatch, through the submission of the official receipt and supporting documents (airway bill, etc.) issued by the forwarding/courier company that will deliver the Proposal to IRENA.

19.3 Proposers submitting Proposals by mail or by hand shall enclose the original and each copy of the Proposal, in separate sealed envelopes, duly marking the envelopes as "Original Proposal" and "Copy of Proposal" as appropriate. The number of copies required shall be as specified in the **Data Sheet**. In the event of any discrepancy between them, the original shall govern. The original and copies of the Proposal shall be signed by the Proposer or person(s) duly authorized to commit the Proposer. The authorization shall be communicated through a document evidencing such authorization issued by the highest official of the firm, or a Power of Attorney, accompanying the Proposal. The Proposer shall submit the original and copies of the Proposal in separate envelopes, marked "ORIGINAL" and "COPY". The envelopes shall then be sealed in an outer envelope.

## **20. Deadline for Submission of Proposals and Late Proposals**

20.1 Proposals must be received by IRENA at the address and no later than the date and time specified in the **Data Sheet**.

20.2 IRENA shall not consider any Proposal that arrives after the deadline for submission of Proposals. Any Proposal received by IRENA after the deadline for submission of Proposals shall be declared late, rejected, and returned unopened to the Proposer.

## **21. Withdrawal, Substitution, and Modification of Proposals**

21.1 Proposers are expected to have sole responsibility for taking steps to carefully examine in details the full consistency of its Proposals to the requirements of the RFP, keeping in mind that material deficiencies providing information requested by IRENA, or clarity in the description of services to be provided, may result in the rejection of the Proposal. IRENA shall not assume any responsibility regarding erroneous interpretations or conclusions made by the Proposer in the course of understanding the RFP out of the data furnished by IRENA.

21.2 A Proposer may withdraw, substitute or modify its Proposal after it has been submitted by sending a written notice in accordance with RFP Clause 19, 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 must

accompany the respective written notice. All notices must be received by IRENA prior to the deadline for submission. The respective envelopes shall be clearly marked “WITHDRAWAL,” “SUBSTITUTION,” or MODIFICATION”.

21.3 Proposals requested to be withdrawn shall be returned unopened to the Proposers.

21.4 No Proposal may be withdrawn, substituted, or modified 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 or any extension thereof.

## **22. Proposal Opening**

22.1 IRENA will open the Proposals in the presence of an ad-hoc committee formed by IRENA. If electronic submission is permitted, any specific electronic proposal opening procedures shall be as specified in the **Data Sheet**.

22.2 The Proposers’ names, modifications, withdrawals, the presence or absence of documents, and such other details as IRENA may consider appropriate, will be announced at the opening. No Proposal shall be rejected at the opening stage, except for late submission, for which the Proposal shall be returned unopened to the Proposer.

## **E. EVALUATION AND COMPARISON OF PROPOSALS**

### **23. Confidentiality**

23.1 Information relating to the examination, evaluation, and comparison of Proposals, and recommendation of contract award, shall not be disclosed to Proposers or any other persons not officially concerned with such process, even until publication of the contract award.

23.2 Any effort by a Proposer to influence IRENA in the examination, evaluation and comparison of the Proposals or contract award decisions may, at IRENA ’s decision, result in the rejection of its Proposal.

23.3 In the event that a Proposer is unsuccessful, the Proposer may seek a meeting with IRENA for debriefing, but said debriefing shall be limited to the discussions of the strengths and weaknesses of the Proposal of said Proposer, and no information relating to the Proposal or rating of other Proposers may be discussed.

### **24. Clarification of Proposals**

To assist in the examination, evaluation and comparison of Proposals, IRENA may, at its discretion, ask any Proposer for a clarification of its Proposal.

IRENA's request for clarification and the response shall be in writing. Notwithstanding the written communication, 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 IRENA in the evaluation of the Proposals, in accordance with RFP Clause 28.

Any unsolicited clarification submitted by a Proposer in respect to its Proposal, which is not a response to a request by IRENA, shall not be considered during the review and evaluation of the Proposals.

## 25. Preliminary Examination of Proposals

IRENA shall examine the Proposals to determine whether they are complete, whether the documents have been properly signed, and whether the Proposals are generally in order. IRENA reserves the right to reject any Proposal after preliminary examination of Proposal, if IRENA finds justifiable reason for such rejection, including but not limited to the discovery of significant or material deviation, conflict of interest, fraud, among others.

## 26. Evaluation of Proposals

- 26.1 IRENA shall examine the Proposal to confirm that all terms and conditions under the IRENA General Terms and Conditions and Special Conditions have been accepted by the Proposer without any deviation or reservation.
- 26.2 The evaluation committee shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other documentation provided, applying the evaluation criteria, sub-criteria, and point system specified in the **Data Sheet**. Each responsive Proposal will be given a technical score. A Proposal shall be rendered non-responsive at this stage if it does not substantially respond to the RFP, and particularly the Terms of Reference, or if it fails to achieve the minimum technical score indicated in the **Data Sheet**. Absolutely no changes may be made by IRENA in the criteria, sub-criteria and point system indicated in the **Data Sheet** after all Proposals have been received.
- 26.3 In the second stage, only the Financial Proposal of those Proposers who achieve the minimum technical score (70) will be opened for evaluation for comparison and review. The Financial Proposal Envelopes corresponding to Proposals that did not meet the minimum passing technical score shall be returned to the Proposer unopened. The overall evaluation score will either be based either on a combination of the technical score and the financial offer, or the lowest evaluated financial proposal of the technically qualified Proposers. The evaluation method that applies for this RFP shall be as indicated in the **Data Sheet**,
- 26.4 IRENA shall reserve the right to determine to its satisfaction the validity of information provided by the Proposer, through verification and reference checking, among other means that it deems appropriate, at any stage within the selection process.

## **27. Responsiveness of Proposal**

- 27.1 IRENA's determination of a Proposal's responsiveness is to be based on the contents of the Proposal itself.
- 27.2 A substantially responsive Proposal is one that conforms to all the terms, conditions, and specifications of the RFP without material deviation, reservation, or omission.
- 27.3 If a Proposal is not substantially responsive, it shall be rejected by IRENA and may not subsequently be made responsive by the Proposer by correction of the material deviation, reservation, or omission.

## **28. Nonconformities, Errors and Omissions**

- 28.1 Provided that a Proposal is substantially responsive, IRENA may waive any non-conformities or omissions in the Proposal that do not constitute a material deviation.
- 28.2 Provided that a Proposal is substantially responsive, IRENA may request the Proposer 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 Proposer to comply with the request may result in the rejection of its Proposal.
- 28.3 Provided that the Proposal is substantially responsive, IRENA shall correct arithmetical errors on the following basis:
  - 28.3.1 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 IRENA 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;
  - 28.3.2 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
  - 28.3.3 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 subject to the above.
- 28.4 If the Proposer does not accept the correction of errors made by IRENA, its Proposal shall be rejected.

## **29. Fraud and Corruption**

IRENA implements a policy of zero tolerance on fraud and corrupt practices and is committed to preventing, identifying and addressing all acts of fraud and corrupt practices against IRENA as well as third parties involved in IRENA activities.

## **F. AWARD OF CONTRACT**

### **30. Right to Accept, Reject, or Render Non-Responsive Any or All Proposals**

IRENA reserves the right to accept or reject any Proposal, to render any or all Proposals as non-responsive, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Proposer, or any obligation to inform the affected Proposer(s) of the grounds for IRENA 's action. IRENA shall neither be obliged to award the contract to the lowest price offer.

### **31. Award Criteria**

Prior to the expiration of proposal validity, IRENA may award the Proposer, whose proposal offers best value for money being the proposal that has obtained the highest score based on the evaluation method indicated in the **Data Sheet**

### **32. Right to Vary Requirements at the Time of Award**

At the time of award of Contract, IRENA reserves the right to vary the quantity of services and/or goods, by up to a maximum 15% of the total price offer, without any change in the unit price or other terms and conditions.

### **33. Contract Signature**

Within fifteen (7) days from the date of receipt of the Contract, the successful Proposer shall sign and date the Contract and return it to IRENA.

### **34. Performance Security**

34.1 A performance security, if required, shall be provided in the amount and form provided in Section 8 and by the deadline indicated in the **Data Sheet**, as applicable.

34.2 Failure of the successful Proposer to comply with the requirement of RFP Clause 33 or RFP Clause 34 shall constitute sufficient grounds for the annulment of the award and forfeiture of the performance security if any, on which event IRENA may award the Contract to the Proposer with the second highest rated Proposal, or call for new Proposals.

### **35. Bank Guarantee for Advanced Payment**

In the event that the advanced payment requested exceeds 20% of the total proposal price, or exceed the amount of \$30,000, IRENA shall require the Proposer to submit a Bank Guarantee in the same amount as the advanced payment. A bank guarantee for advanced payment shall be furnished in the form provided in Section 9, and by the deadline indicated in the **Data Sheet**, as applicable.

### **36. Vendor Protest**

In the event that you believe you have not received fair treatment, please contact: [protest@irena.org](mailto:protest@irena.org).

## Instructions to Proposers

### DATA SHEET

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Instruction to Proposers. In the case of a conflict between the Instruction to Proposers and the Data Sheet, the provisions in the Data Sheet shall prevail.

Project Context :	IRENA
Title of Services/Work:	Travel Management and related services
Country:	Abu Dhabi, UAE
Language of the Proposal:	English
Conditions for Submitting Proposals for Parts or sub-parts of the TOR	Not allowed
Conditions for Submitting Alternative Proposals	shall not be considered, if options are submitted, the first option only will be considered.
A pre-proposal conference will be held:	No
Period of Proposal Validity commencing on the submission date	90 days
Proposal Security	Not Required
Acceptable forms of Proposal Security	Not required
Validity of Proposal Security	Not applicable
Advanced Payment upon signing of contract	Not allowed
Liquidated Damages	will not be imposed
Performance Security	Not Required
Currency of Bid Proposal	Single Currency: AED

Deadline for submitting requests for clarifications/ questions	3 days before the submission date.
Contact Details for submitting clarifications/questions	Focal Person in IRENA : Luay Shalkhoub, Chief Procurement officer; E-mail address dedicated for this purpose: <a href="mailto:lshalkhoub@irena.org">lshalkhoub@irena.org</a>
No. of copies of Proposal that must be submitted	<b>Originals :</b> Technical Proposal 1, Financial Proposal 1 <b>Copies :</b> Technical Proposal 3 , financial proposal 1
Proposal submission address	International Renewable Energy Agency IRENA Secretariat, CI Office Building, Khalidiyah (32nd) Street Abu Dhabi, United Arab Emirates Tel: 00971 2 417 9000
Deadline of Submission	Date : <b>Monday, 26 January , 2014</b> Time: 14:00 Abu Dhabi Local Time.
Procedures and condition for submitting Proposals by electronic means	NOT ALLOWED  Proposals <b>must</b> be sent to IRENA Offices indicated above by couriers or in person.
Required Documents that must be Submitted to Establish Qualification of Proposers.	<ol style="list-style-type: none"> <li>1. Full submission including company profile, which should <u>not</u> exceed thirty (30) pages excluding the cover letter.</li> <li>2. Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Proposer is not a corporation</li> <li>3. Trade name registration papers, if applicable Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Proposer, if any</li> </ol>
Other documents that may be Submitted to Establish Eligibility	CVs of proposed employee(s)
Expected date for commencement of Contract	Approximately 6 weeks after the receipt of proposals

<p>Evaluation method to be used in selecting the most responsive Proposal</p>	<p><input type="checkbox"/> Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals, respectively.</p>
<p>The Technical evaluation will consist of three stages:</p> <ol style="list-style-type: none"> <li>1. Stage 1: as indicated in (table A): “Mandatory Technical Requirements” will be considered on a Pass or Fail basis – i.e. failure to comply with all these points will disqualify the bidder for Stage 2 evaluation. Please fill in table A , sign and stamp. Submit with proposals submission form. A word document is attached hereto to allow bidders to fill in the proper information.</li> <li>2. Stage 2: the technical proposals shall be evaluated based on the criteria listed hereunder. The passing score for this stage is 70%, which will qualify the proposers to the following stage. Overall weight for the technical proposal is 70%.</li> <li>3. Stage 3: scores from stage two will be calculated. Those who attain 70% and above shall have their financial proposals open. Overall weight for the financial proposal is 30%.</li> </ol> <p>IRENA reserves the right to negotiate rates to reach to a mutual agreement should this be needed.</p>	

<p>Stage 1 <b>Table A</b> ADMINISTRATIVE INFORMATION</p> <p>Please complete this carefully.</p>			
Full legal name: ( Certificate of registration to be provided)			
Full name and contact details of the focal point:	Name:		
	Telephone:		
	E-mail:		
<p>MANDATORY TECHNICAL REQUIREMENTS</p>			
<p>“Mandatory Technical Requirements” will be considered on a Pass or Fail basis – i.e. failure to comply with <u>all</u> these points will disqualify the bidder for Stage 2 evaluation.</p>	YES	NO	
Acceptance to maintain the prices/fees and enter into a Long Term Agreement (LTA) with IRENA for three years.			
The Travel Agent Company should have an international presence/affiliation, with international reach. (Preferably in the UAE/Middle East, North America, and Europe, in addition to connections to Asia, Africa and Latin America). Please provide confirmation or certification.			
The Travel Agent Company is to share the list of network suppliers for hotels, conferences and ground transportation in UAE and worldwide. Failing to provide this, might disqualify the vendor from the bid. Please provide list of network.			
The Travel Agent company is expected to deploy a minimum of 2 staff members on full time basis at IRENA’s head offices in Abu Dhabi. (Staff would have to be nominated according to the technical evaluation criteria indicated below). Please provide 2 CVs.			
A minimum of 7 years of experience in travel Services both internationally, regionally.			
A minimum 3 references of current or previous major customers for quality and reference check. (3 names with detailed information to be submitted).			
Annual turnover of not less than USD 3 Million.			
Submit the latest audited financial statement of your travel agency			

Table B FINANCIAL CAPACITY					
A statement of overall turnover / last year USD:			Any information given here shall be treated only for assessment purposes and in full confidentiality		
Table C PROFESSIONAL CAPACITY					
General projects that were carried out over the past 5 years, including information on clients, project description and geographical location					
Contract Description	Geographical location	Client	Value US\$	Duration and Year(s)	Status
Declaration: I, the undersigned, declare that the information given above: <ul style="list-style-type: none"> <li>- is correct and true, and</li> <li>- where the applicant is representing a company or consortium, has been provided in the full knowledge of the appropriate authorities</li> </ul>					
Authorized Signature					
Signature:					
Name:					
Title:					
Date:					
Company Stamp					

## TECHNICAL EVALUATION CRITERIA

**Important Note:** The points indicated below are only suggested distribution, but may be modified based on the nature and demands of the TOR. However, ABSOLUTELY NO CHANGES on this table may be made by IRENA after Proposal Envelopes have been received.

Summary of Technical Proposal Evaluation Forms			
1.	Accredited BSP/IATA Travel Agent(s) Please provide proof / certification	10	
2.	a) Maintains a good track record in serving international organizations, embassies and multinational corporations; list of corporate clients should be provided, list of functions or events participated in. please provide information  b) Employs competent and experienced travel consultants, as evidenced by their track record in their Curriculum Vitae. (provided two CVs)	20	
4.	Network of suppliers for hotel accommodation, arrangement for conferences, including Catering, AV equipment and also ground transportation worldwide. Please provide the list	30	
5.	Maintains facilities of on-line booking/airline reservations, domestic and international ticketing and ticket printing, online booking tool. Maintains a good record or hotel booking and venue reservations. Affiliation with an international Travel Conglomerates (WORLDWIDE). Please provide full information	40	
<b>Total</b>			<b>100</b>

Note: All information shall be given in accordance with Section 6 below

### **Section 3: Terms of Reference (TOR)**

---

Attached herewith as Section 3

---

## Section 4: Proposal Submission Form

---

To: IRENA, Chief Procurement Officer

Dear Sir/Madam:

We, the undersigned, hereby offer to provide professional services for Travel Management and Other related Services in accordance with your Request for Proposal dated 29 December, 2014 and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal sealed under a separate envelope.

We hereby declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation contained in it may lead to our disqualification.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the General Terms and Conditions of IRENA's.

We agree to abide by this Proposal for 90 days

We undertake, if our Proposal is accepted, to initiate the services not later than the date indicated in the Data Sheet.

We fully understand and recognize that IRENA is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that IRENA will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name and stamp of Firm: \_\_\_\_\_

Contact Details: \_\_\_\_\_

## Section 5: Documents Establishing the Eligibility and Qualifications of the Proposer

---

### Proposer Information Form

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

Date: *[insert date of Proposal Submission]*

1. Proposer's Legal Name :
2. In case of Joint Venture (JV), legal name of each party:
3. Proposer's actual or intended Country of Registration:
4. Proposer's Year of Registration:
5. Proposer's Legal Address in Country of Registration:
6. Proposer's Authorized Representative Information  Name:  Address:  Telephone/Fax numbers:  Email Address:
7. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i>  <input type="checkbox"/> Articles of Incorporation or Registration of firm In case of JV, letter of intent to form JV or JV agreement.  <input type="checkbox"/> In case of government owned entity, documents establishing legal and financial autonomy and compliance with commercial law.

## Section 6: Technical Proposal Form

### TECHNICAL PROPOSAL FORMAT

#### Travel Management Services

### SECTION 1: EXPERTISE OF FIRM/ ORGANISATION

*This section should fully explain the Proposer's resources in terms of personnel and facilities necessary for the performance of this requirement.*

**1.1 Brief Description of Proposer as an Entity:** Provide a brief description of the organization / firm submitting the proposal, its legal mandates/authorized business activities, the year and country of incorporation, types of activities undertaken, and approximate annual budget, etc. Include reference to reputation, or any history of litigation and arbitration in which the organisation / firm has been involved that could adversely affect or impact the performance of services, indicating the status/result of such litigation/arbitration.

**1.2. Financial Capacity:** Provide the latest Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public Accountant, and with authentication of receiving by the Government's Internal Revenue Authority. Include any indication of credit rating, industry rating, etc.

**1.3. Track Record and Experiences:** Provide the following information regarding corporate experience within the last five (5) years which are related or relevant to those required for this Contract.

### SECTION 2 - APPROACH AND IMPLEMENTATION PLAN

*This section should demonstrate the Proposer's 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; and demonstrating how the proposed methodology meets or exceeds the TOR.*

**2.1. Approach to the Service/Work Required:** Please provide a detailed description of the methodology for how the organisation/firm will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment.

**2.2. Technical Quality Assurance Review Mechanisms:** The methodology shall also include details of the Proposer's internal technical and quality assurance review mechanisms.

**2.3. Reporting and Monitoring:** Please provide a brief description of the mechanisms proposed for this project for reporting to the IRENA and partners, including a reporting schedule.

**2.4. 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 each entity and how

everyone will function as a team.

**SECTION 3: PERSONNEL**

**3.1 Management Structure:** Describe the overall management approach toward planning and implementing this activity. Include an organization chart for the management of the project describing the relationship of key positions and designations.

**3.2 Qualifications of Key Personnel.** Provide the CVs for key personnel (Team Leader, Managerial and general staff) that will be provided to support the implementation of this project. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

## Section 7: Financial Proposal Form

The Proposer is required to prepare the Financial Proposal in a separate envelope from the rest of the RFP response as indicated in RFP Clause 14 of the Instruction to Proposers. The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category. The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal.

### Weight 80%

TRANSACTION FEE (in AED)		Fee in %
1)	Tickets Transaction Service Fee	
2)	Hotel Transaction Fee along with ground handling for conferences, meetings, Daily Delegate Rate (DDR) , Technical onsite Support, audio-video equipment or other related services.	
3)	Only Ground Handling (Airport Transfers, conferences, meetings, Daily Delegate Rate (DDR) , Technical onsite Support, audio-video equipment or other related services	
<b>CORPORATE DEALS</b> Travel Agency to negotiate Corporate Deals and 'Ad hoc' fares with Airlines on behalf of IRENA. Travel Agency will assist in the discussions to negotiate Corporate Airline Deals on behalf of IRENA.		

### Weight 15%

"Volume Based Incentive on Service Fee"	
Annual Travel spend (sale on both official & personal travel)	Annual Rebate on Service Fee in %
AED 5 million & Above	
AED 7.5 million & Above	

### Weight 5%

Transportation Services car (Camry / Caprice or equivalent)	Cost per one trip (in AED)
Transportation from Abu Dhabi to AD Airport	
Transportation from AD Airport to Abu Dhabi	
Transportation from Abu Dhabi to Dubai	
Transportation from Dubai to Abu Dhabi	

