



## **Request for Proposals (RfP) Congress Travel Agency Services**

IUCN Union Development Group/Congress Unit

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## PART 1 – INSTRUCTIONS TO PROPOSERS AND PROPOSAL CONDITIONS

### 1.1 About IUCN

IUCN is a membership Union composed of both government and civil society and indigenous peoples' organisations. It harnesses the experience, resources and reach of its more than 1,300 Member organisations and the input of more than 10,000 experts. IUCN is the global authority on the status of the natural world and the measures needed to safeguard it.

IUCN's official languages and the official languages of the Congress are English, French and Spanish ("Official languages").

IUCN website: [www.iucn.org](http://www.iucn.org)

### 1.2 About the World Conservation Congress

The World Conservation Congress is the IUCN's highest profile event. Held once every four years, the Congress brings together leaders and decision-makers from government, civil society, indigenous peoples, business, and academia, with the goal of conserving the environment and harnessing the solutions nature offers to global challenges. IUCN is anticipating to host from several thousand participants from 180 countries for the IUCN World Conservation Congress 2020 ("IUCN Congress"). The next Congress will be hosted by the Government of France in the city of Marseille at the Parc Chanot. In light of the ongoing COVID-19 pandemic and to ensure the safety of participants and visitors, IUCN and the French government have decided to postpone the Congress dates from June 2020 to 07 to 15 January 2021.

The event has three main components – the Forum, the Members' Assembly and the Exhibition and lasts 9 days in total. After the opening ceremony and a welcome reception on day one, the Forum starts on day two of the Congress and the Assembly starts on day six. The Forum spans four days, hosts more than 500 sessions and is open to the General Public upon registration, the Assembly also lasts four days and is attended mostly by IUCN Members and observers. The Exhibition, scheduled to be open during six days, will welcome both registered and non-registered participants.

The IUCN Congress is dedicated to leading by example, which is why organising a sustainable event is at the core of IUCN Congress preparations. The Congress will follow the ISO 20121 Event Sustainability Management System – see information in the [Congress sustainability policy](#). The Congress also follows the [Anti-harassment policy for IUCN events](#).

IUCN is looking to contract a travel agency ("Travel Agency" or "Contractor" specialising in events to organise travels of participants to the IUCN Congress. IUCN estimates the number of travellers ("Travellers") at approximately 680-950 persons.

To learn more about the last Congress, visit <https://www.iucncongress2020.org/>

### 1.3 Summary of the Requirement

IUCN invites you to submit a Proposal for Travel Agency Services for the IUCN Congress taking place in Marseille from 07 to 15 January 2021. The detailed description of the Requirement can be found in [Part 2](#) of this RfP.

### 1.4 The procurement process

The following key dates apply to this RfP:

RfP Issue Date	02 July 2020
Confirmation of Intention to Bid	20 July 2020

RfP Closing Date and Time	27 July 2020 – 09:00 GMT (11:00 CEST)
Proposer presentation	Week of 10 August 2020 (TBC)
Estimated Contract Award Date	15 August 2020

## 1.5 Conditions

IUCN is not bound in any way to enter into any contractual or other arrangement with any Proposer as a result of issuing this RfP. IUCN is under no obligation to accept the lowest priced Proposal or any Proposal. IUCN reserves the right to terminate the procurement process at any time prior to contract award. By participating in this RfP, Proposers accept the conditions set out in this RfP.

Proposers must sign the [Proposer's Declaration](#) and include it in their Proposal.

## 1.6 Queries and questions during the RfP period

IUCN highly recommends that Proposers register their interest in this RfP by emailing the IUCN Contact stating that you are considering submitting a Proposal. This is not mandatory but it will help ensure that you receive any further information or clarifications on this RfP.

Proposers are to direct any queries and questions regarding the RfP to [Congresslogistics@iucn.org](mailto:Congresslogistics@iucn.org). No other IUCN personnel are to be contacted in relation to this RfP.

Proposers may submit their queries no later than 20 July 2020, 13:00 GMT.

As far as possible, IUCN will issue the responses to any questions, suitably anonymised, to all Proposers. If you consider the content of your question confidential, you must state this at the time the question is asked.

## 1.7 Amendments to RfP documents

IUCN may amend the RfP documents by issuing notices to that effect to all Proposers and may extend the RfP closing date and time if deemed appropriate.

## 1.8 Proposal lodgement methods and requirements

Proposers must submit their Proposal to IUCN no later than 09:00 GMT on 27 July 2020 by email to: [congresslogistics@iucn.org](mailto:congresslogistics@iucn.org). The subject heading of the email shall be [RfP – Congress Travel Agency Services - [Proposer Name]]. Electronic copies are to be submitted in PDF and native (e.g. MS Word) format. Proposers may submit multiple emails (suitably annotated – e.g. Email 1 of 3) if attached files are deemed too large to suit a single email transmission.

### **IMPORTANT:**

Each Proposal shall comprise two parts, namely the Technical Proposal and the Financial Proposal. These two parts shall be submitted simultaneously in two separate PDF documents. One document shall contain only information relating to the Technical Proposal and the other, only information relating to the Financial Proposal. Submitted documents must be password-protected so that they cannot be opened and read before the submission deadline. Please use the same password for all submitted documents. After the deadline has passed and no later than 07:00 GMT on 28 July 2020, please send the relevant password to the same email address as used for submitting your Proposal. This will ensure a secure bid submission and opening process. Please **DO NOT** email the password before the deadline for Proposal submission.

Proposals must be prepared in English and in the format stated in [Part 3](#) of this RfP.

## **1.9 Late and Incomplete Proposals**

Any Proposal received by IUCN later than the stipulated RfP closing date and time, and any Proposal that is incomplete, will not be considered. There will be no allowance made by IUCN for any delays in transmission of the Proposal from Proposer to IUCN.

## **1.10 Withdrawals and Changes to the Proposal**

Proposals may be withdrawn or changed at any time prior to the RfP closing date and time by written notice to the IUCN contact. No changes or withdrawals will be accepted after the RfP closing date and time.

## **1.11 Validity of Proposals**

Proposals submitted in response to this RfP are to remain valid for a period of 90 calendar days from the RfP closing date.

## **1.12 Evaluation of Proposals**

The evaluation of Proposals shall be carried out exclusively with regards to the evaluation criteria and their relative weights specified in [Part 3](#) of this RfP.

## **PART 2 – THE REQUIREMENT**

### **2.1 Introduction**

The Proposers are invited to tender for the provision of the following services. The Proposers are welcome to incorporate additional services that they believe would be relevant as optional.

IUCN is looking at establishing a contract with a Travel Agency who will provide travel-booking services for the IUCN Congress taking place in Marseille from 07 to 15 January 2021.

Detailed service requirements can be found here in section 2.2.2.

The Travel Agency will be responsible for:

- Organising the travel of approximately **680-950 Congress participants** as per categories of participants listed in section 2.3.1, collectively referred to as “Travellers” (total number, all categories included). These Travellers will be travelling from all around the world to Marseille.
- Providing 350 to 490 Sponsored Members with personalised travel services including but not limited to travel booking, collecting personal data needed for travel insurance, ensuring Delegates’ hotel bookings match surface travel dates by regularly comparing the hotel rooming lists with flight details.; Optional services: a) organise travel insurance for each individual and/or b) manage insurance claims for Sponsored Members who had a medical treatment during their trip;.
- Provide exclusive services for VIPs and VVIPs and other speakers.

The Travel Agency shall support the sustainability efforts outlined in the Congress sustainability policy and ensure that IUCN is able to collect a maximum amount of information on carbon emissions linked to travel bookings. The Travel Agency needs to comply with the [Anti-harassment policy for IUCN events](#).

### **2.2 Service Requirements**

The Contractor will be required to work according to the detailed Terms of Reference contained in the following sections. Some requirements are marked as [optional], meaning that we will accept proposals even if they do not meet these requirements, and IUCN will make a final decision whether or not to include these requirements in the eventual contract based on the proposals received. The Proposers are also welcome to incorporate additional services that they believe would be relevant as optional.

The below requirements include the following services:

- General travel booking services (minimum requirements)
- Detailed travel management
- Additional travel services
- Invoicing, payment and financial reports
- Optional services

#### **2.2.1 General travel booking service**

The minimum requirements for the travel booking management services include broadly the seven services detailed below:

1. Collection of Traveller data
2. Simple Travel Bookings

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3. Complex Travel Bookings
4. Manage Travel options presentation
5. Services response time and quality for regular and urgent requests
6. Provide all services in all IUCN official languages
7. Compliance with GDPR regulation

Specifically, the Travel Agency will be able to provide the below range of services:

- Issue the large bulk of trips between mid-August and early November following the process outlined in the Booking Guidelines (draft available in Annex V).
- Take into account special conditions and discounts that IUCN has negotiated with specific airlines when booking tickets and, where possible, assist IUCN in negotiating further such conditions for Congress;
- Offer competitive ticket options within 24 hours (working days only) following receipt of the individual request, with worldwide origin, minimal number of stopovers and possibly minimum number of hours of travel, using common sense and considering the best value for money in accordance with the Booking Guidelines.
- Ensure that prices of offers are maintained between the time of offer and final ticket issuance.
- Provide special services for particular cases (rail tickets to point of departure, accommodation for overnight stopovers if unavoidable and/or if this makes the flight considerably cheaper, more than cost of hotel and daily subsistence allowance for that particular location - please refer to the Booking Guidelines.
- Handle requests for bookings for accompanying persons, colleagues, etc. and charge the costs for such bookings as well as any upgrades not covered by the IUCN Booking Guidelines directly to the Traveller. This comes in addition to the total number of bookings listed in this RfP;
- Provide general information on passport, visa (including transit) and immunisation/vaccination requirements to enter France, the Schengen area or transit countries via a link to an official website which should be clearly visible on the ticket confirmation e-mails (note that general visa information for France will be made available by IUCN via <https://www.iucncongress2020.org/registration/visa-information>);
- Offer a pro-active and effective support service, whereby potential issues/problems are raised early and at the Travel Agency's initiative (e.g. potential knock-on effects of flight delays/cancellations, stopover destinations with long transit times, etc.);
- Communicate travel updates and similar information pro-actively to the Traveller, including flight delays/cancellations, strikes and/or acts of force majeure that could impact travel and instigate the identification and arrangement of travel alternatives as a matter of priority;
- Handle cancellations and reimbursements;
- Assistance to Travellers facing emergencies during their journey must be available to arrange travel accordingly and offer especially sympathetic and diligent services. The Travel Agency should offer processes for dealing with unused tickets;
- The number of IUCN Staff travelling on the same airplane needs to be monitored and should be limited within reasonable limits with a maximum of 5 staff on the same flight;
- Provide data to ease the calculation of CO<sub>2</sub> emissions, which will be made by the Host Country through an external provider. Data report shall be provided by Traveller categories, ticket category, total flight km, origin, destination and stopovers, aircraft type, etc.

Only Proposers who are able to provide all of the services listed in this section 2.2.1 will be considered further.

## 2.2.2 Detailed travel management

The successful Travel Agency should be able to provide all services as outlined in this section.

### 2.2.2.1 Collection of Traveller data

The Travel Agency will collect all the Traveller details information necessary for flight booking and insurance (note: the collection of Traveller's information for insurance purposes will be done by the Agency even if the optional service outlined in 2.2.5 is not provided or included in final contract so that IUCN can contract travel insurance separately).

The Travel Agent will collect all the Traveller information via an online form including but not limited to contact information, passport information, birth date, travel dates, city of departure, city of arrival, traveller cards, seat and food preference, payment information (IUCN accounting codes as well as online payment mechanisms to cover personal travel costs, etc...) plus any information required by the health insurance provider.

In case an online form is used, it must be:

- User-friendly and the visual presentation should make it easy to navigate or find relevant information;
- Available in IUCN's official languages (English, French and Spanish);
- Customisable forms to ensure booking form fits IUCN needs per category and to collect relevant Traveller information such as passport number, nationality, visas held and coding financial information (cost centre, project codes etc.), as well as existing frequent flyer schemes, preferences for upgrades, seating and food preferences and, in some cases, relevant admin staff to use as primary contact;
- Suitable to provide customised report;
- Send automatic email in one of the three official languages as per Traveller's indicated preference ;
- The form should work with all platforms available (Windows 7 or higher; Internet Explorer 11, Google Chrome 72, Firefox (ESR) 60 or higher; Mac OS X 10.x or higher; iOS 12 or higher for iPhones and iPads; Android 5.0 or higher for Android Smartphones and Tablets)

If the Proposer is not using online forms, it shall describe how the collection of Travellers' data will be handled in a way that ensures effective management of data, requests and follow up (through various team members).

### 2.2.2.2 Travel management process

The Proposer should review the booking process outlined in section 2.3.3 and confirm its acceptance of the process and/or propose modifications that would render the process more efficient.

The Proposer is expected to display excellent interpersonal, motivational and organisational skills with all categories of Travellers through the whole process, including post-Congress for potential claims and must agree service levels both with regards to response times and service quality (service levels can be segregated into 'regular' and 'urgent', or 'office hours' and 'out of hours', or any other system the Contractor wishes to propose, as long as it can be demonstrated that this provides better value for money for IUCN.) There must be a reliable process for dealing with queries/questions and offer a process for dealing with unused tickets and appropriate risk management to advise IUCN and Travellers on any potential global, regional or national risks impacting travel.

### 2.2.2.3 Simple Travel Bookings

Example: Return travel from Brussels (BE) to Marseille (FR) for one passenger<sup>1</sup>.

The Proposer shall present process for handling simple travel bookings from all countries worldwide without limitation. The Proposal needs to detail the amount of flight options that are included in the first offer and related handling fee as well the cost for any additional flight options.

<sup>1</sup> Sections *highlighted in grey* are examples. These are intended to help clarify what is meant but are neither exhaustive nor indicative of a particularly frequent Congress travel need. In particular, Proposers are not meant to provide specific pricing for these examples.

#### 2.2.2.4 *Complex Travel Bookings*

Example: Sydney (AUS) to Marseille (FR) via Asia on the way out and Marseille (FR) to Sydney (AUS) via a remote location on way back for five passengers with different seat categories, including one passengers with disabilities who need travel assistance. Please note that, departure points may be remote and/or in high-risk countries.

The Proposer shall present process for handling complex travel bookings from all countries worldwide without limitation. Proposal shall also include process and fee for booking accommodation for overnight stopovers, if unavoidable and/or if this makes the flight considerably cheaper (more than cost of hotel and daily subsistence allowance in that location).

#### 2.2.2.5 *Travel options presentation*

Travel options must be in line with the Booking Guidelines (Annex V).

- Travel options must include all relevant details, such as full itinerary:
  - For flight booking: use of airport codes alone should be avoided, stop-over locations and times, terminals, baggage allowance, meals provision, booking/ticket flexibility for changes/cancellations, airport taxes;
  - For train booking: wagon class, seat options, booking/ticket flexibility for changes/cancellations, stop over location and time, to name but a few.
- Where applicable the time limit during which the option(s) is/are available prior to the booking, must also be stated;
- In case of frequent flyer benefits to be used for upgrades, etc. the travel options presented should be matched to Traveller's frequent flyer / railway profile and indicate where upgrades are possible provided that the basic ticket price is not exceeded ;
- Travel bookings should reflect Traveller's preferred choices including seating and food preferences, etc.;
- Costs for upgrades, extra services, deviations, cancellations or tickets for accompanying person are directly charged to the individual unless permissible under the Booking Guidelines or if agreed by the dedicated focal point;
- The Contractor should be able to give advice on airline services (i.e. people with special needs)/security and reliability based on official sources;
- Ideally, Travellers should only need to state their city and country of origin and the Travel Agency should be able to plan the best route(s) to Marseille, for selection and approval by the Traveller. The Travel Agency needs to verify that the point of departure indicated by the individual Traveller corresponds to the one provided by IUCN in the relevant passengers list before proposing ticket options.
- General information on visa (including transit) and immunisation requirements to enter France should be provided clearly to Travellers via a link to an official website, which should be clearly visible on all your e-mails and/or flight booking proposals.

#### 2.2.2.6 *Services response time and quality for regular and urgent requests*

The Travel Agency will be required to provide travel-booking services to an estimated number of 680-950 Travellers within a 3 months period. The Travel Agency will dedicate a sufficient amount of staff to manage this volume of travel booking within the given period and will implement mitigation measures to overcome holidays, staff absences, staff turnover, etc. Customised travel booking tracking reports will be sent to IUCN focal points on a weekly basis or other frequency to be agreed.

The Travel Agency will be required to offer a pro-active, effective, knowledgeable and timely human-to-human support service.

The service response time to any request is required within 24 hours (working days only) and within 08hours for VIP/VVIP/Speaker requests (if received within office hours) following receipt of the request. As far as possible, flight should be booked and confirmed within one week from the first request.

The Travel Agency should have a proactive alert system to detect any delays, cancellations, strikes, or other problems with the flights of concerned individuals. In such cases, the Travel Agency will contact Travellers with latest information and organise any rerouting, rebooking, and/or ad hoc stopover hotels if necessary.

Emergency Service during travel dates: The Travel Agency shall offer an emergency service available during travel dates. This service should be available 24/7 and ideally in all three IUCN languages during the period of travel prior to, during and after Congress (tentative dates: 03 to 18 January). IUCN will communicate the emergency contact details to the dedicated focal points only. Dedicated staff from the Travel Agency must be available to reply to all queries (if outsourced during non-official working hours of the selected Travel Agency, the respective contractor needs to be fully briefed and capable of resolving issues). In case the Proposer is not able to provide such an Emergency Service, the Proposer shall describe how it proposes to support Travellers experiencing any problems during their travel.

#### *2.2.2.7 Services in IUCN official languages*

The IUCN official languages are English, French and Spanish. These are also the official Congress languages. The services delivered to Congress participants shall be available in all three languages at least for Sponsored Members, VIPs and VVIPs. The working language with IUCN will be English. Proposer's relevant staff must have a very good working knowledge of English at least with a level C1 and need to be able to communicate well in French and Spanish (at least with a level B2);

#### *2.2.2.8 Compliance with GDPR regulation*

Any collection and storage of personal data (online or otherwise) needs to be in line with GDPR regulations and implement any relevant data regulations as well as be adequately secured and protected against breaches such as spam, viruses, phishing, DOS attacks, site hijacking, unapproved posting and content, FTP access, personal information or database thefts. All data exchanges, storages, and processes should be clearly documented.

#### *2.2.2.9 Applying reduced rates*

IUCN has corporate deals with major airlines and the Travel Agency is expected to implement them when issuing tickets or booking upgrades/complimentary access to airline lounges. In addition, the Contractor should also advise on which other airlines IUCN should approach to negotiate deals.

In addition, IUCN may sign an agreement with a preferred airline or railway in which case the Travel Agency needs to ensure that any preferential rate or discount is taken into consideration when making the flight reservations.

### **2.2.3 Additional services**

#### *2.2.3.1 Support services during Congress - onsite or alternative*

The Travel Agency is expected to provide onsite support during Congress as outlined in this section. In the event the Proposer is not be able to provide such service, alternatives should be proposed that would allow to Travellers to be in contact with the Travel Agency during the Congress and manage any changes as necessary. Such alternative needs to include information on how a potential high volume of changes could be handled in case of strikes or natural catastrophes.

At least two staff from the Travel Agency must be onsite to staff the Travel Agency desk at Congress. Presence onsite will be required from the 08 to 15 January 2021. Daily opening hours are expected to be as follows, but

are subject to change and will be confirmed in due course: 08 to the 14 January from 10:00 to 18:30 and on the 15 January from 09:30 to 14:00. The Travel Agency will be provided with a counter including desk and chairs during that period to perform these services within the venue.

The Contractor is expected to:

- Manage the Travel Agency desk and support Travellers as necessary;
- Provide support to Travellers in handling changes and cancellations;
- Provide new/additional booking services as necessary;
- Troubleshoot any issues raised onsite by Travellers and liaise as necessary with airlines and railways.

For this purpose, the Travel Agency will comply with all obligations of the French labour law and social security law for its own personnel working in France and will handle all paper work with the French authorities including but not limited to the prevention of illicit/undeclared work, handling of work permits for foreign employees, managing social security contributions, documentation and compensation of overtime. In addition, the Travel Agency will comply with any sanitary and safety measures imposed by the national or local authorities linked to the COVID-19 pandemic or other situations and will ensure that all its team members have appropriate equipment (masks, hydro alcoholic gel, gloves) in sufficient quantity to ensure their safety.

#### *2.2.3.2 Special services for VIPs, VVIPs and speakers*

VIPs, VVIPs and speakers require high standards in comfort, discretion and time management and highly reactive response time. The Travel Agency is expected to make their booking easier and ensure their experience with the Travel Agency is as pleasant as possible.

In addition to the general services listed in this section 2.2.1 and 2.2.2, the Travel Agency will provide the following services for VIPs and VVIPs:

- Make available an experienced VIP focal point, who shall provide high standards of service through the whole process and be in weekly contact with the Congress VIP coordinator;
- Ensure highly reactive response time (see section 2.2.2.6 **Services response time and quality for regular and urgent requests** below).
- Take extra care pro-actively to follow-up with individuals who have not confirmed their travel preferences yet to ensure that bookings can be made at reasonable prices
- Handle any special travel request from VIPs and VVIPs at the Traveller's own charge.

#### *2.2.3.3 Cross-check travel dates against accommodation booking report*

The Travel Agency will receive accommodation-booking reports at regular intervals<sup>2</sup> to ensure that accommodation-booking dates are in line with their travel arrival and departure dates from Marseille and to send reminders to Delegates not having booked their accommodation. In case a hotel reservation does not match the travel dates, the Travel Agency will contact the dedicated focal point to obtain clarification.

## **2.2.4 Invoicing, payment and financial reports**

### *2.2.4.1 Invoicing and payment*

The Travel Agency is expected to implement an invoicing and payment system and processes as follows:

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<sup>2</sup> *The selection of hotels is not part of this RfP. Hotels will be booked by the delegates directly through an online system provided by an external supplier "The housing agency". The Travel Agency will be responsible for checking that the travel dates match the accommodation booking dates. An Accommodation report send by the Housing agency will be provided to the Travel Agency in order for him to perform the check.*

- All invoices shall be issued in the same currency (acceptable currencies: Euros or CHF) and should be searchable pdfs;
- For costs charged directly to Travellers, credits cards and wire transfer should be offered as payment means by the Proposer;
- For bookings covered by IUCN, payments can be charged to IUCN using a lodge card like AirPlus or similar scheme and should be accompanied by regular detailed invoices substantiating all charges bi-weekly or monthly (to be agreed with the IUCN Finance department). The Travel Agency shall send consolidated invoices, in electronic format and in a way that can be separated/filtered by codes and must include name of passenger and route/location/description as a minimum; in case of using a lodge card, the invoices sent via the lodge car system need to have the same cut-off dates and time as the reports submitted by the Travel Agency and the Travel Agency will check the invoices for errors and double charges to make sure that totals on report and invoice are identical;
- The invoice must include for each Traveller IUCN finance coding which consists of up to 6 identifiers (cost centre, project code, activity code, donor reporting code, fund number, Travel authorisation-number);
- Invoicing systems and processes must be able to facilitate cross charging of costs as booking cost might even need to be split among several identifiers (e.g. paid out of two or more funds or cost centres) in line with the information provided in the financial reports (see Annex III);
- Upgrades and other additional expenses must be invoiced directly to the Traveller;
- The Proposer must indicate clearly its payment terms, any early payment discounts and any other payment terms required.

#### *2.2.4.2 Customised reports*

The Travel Agency will provide customised reports on a weekly basis (unless different frequency is agreed) that allow IUCN to:

- Access on demand summary reports per different fields (i.e. airline, route, category, country, nationality, IUCN finance coding, costs, carbon emissions, etc.) as required to allow IUCN focal points to track progress of bookings and gain an overview of dates, points of departure, flight numbers, arrival times, etc. (See Report template in Annex III);
- Search for specific detailed information for individuals;
- View statistics on the bookings made and services provided after the Congress.
- Compile all the costs related to the participation of Travellers including flight, travel insurance (optional), and handling fee from the Travel Agency in a financial report organised by account codes provided by IUCN and in line with template provided by IUCN (See Report template in Annex III);
- Reports for calculation of CO<sub>2</sub> emissions including Traveller categories, ticket category, total flight km, origin, destination and stopovers, aircraft type, etc.

#### **2.2.5 Optional services**

The following services are not mandatory but in case the Bidder provides such services, it should detail the following both in the technical and financial proposal:

- a. **Travel insurance services:** obtain and handle full travel insurance for all Sponsored Members, including the provision of a travel insurance certificate in time for their visa application. Ideally the insurance should cover medical care (including epidemic/pandemic and accident during the journey), repatriation (of the sick/deceased and the family), cancellation (including if the Delegates' visa is not granted) and should cover all passengers regardless of age.
- b. **Travel insurance services plus:** same services as above plus processing of any eventual claims and follow-up with Delegates and insurance company as needed before, during and after the travel/Congress; the Travel Agency would collect all medical receipts from the Delegates and liaise with the travel insurance up to the reimbursement of any costs to IUCN and/or Traveller as applicable.

- c. **Train tickets for staff from Switzerland:** provide services to issue train tickets (1<sup>st</sup> class) from Switzerland to Marseille for IUCN staff (IUCN Congress Staff and IUCN Other staff) provided that booking fees are reasonable; for these services the Travel Agency should detail the conditions and discounts it can offer for individual and group bookings as well as the applicable booking fees and advise on any railway loyalty programs that would be advantageous for IUCN.
- d. **Professional visa services** to facilitate visa applications including but not limited to providing specific information on visa required for final destination and transit country depending on nationality and country of residence of the Traveller including what forms and documentation are needed (hyperlinks, URLs), where the relevant consulates are situated, opening times, wait times for visa interview, etc.

## 2.3 Background information

### 2.3.1 Definition of the groups of Travellers

For a better understanding of Travellers' expectations, you will find below a description of each group of Travellers.

#### Category A

- **Sponsored Members:** Representatives from IUCN Member (or non-Member) organisations from low- and middle- income countries sponsored by IUCN who would not otherwise have the means to attend the Congress. Please find in Annex I – Number of Members eligible for sponsorship by country a breakdown of number of potentially eligible Members by country (490 as of 1 May 2020). The actual number of participants sponsored is currently estimated at 350. This number will be adjusted as funds become available. Some representatives from non-Member organisations may also be sponsored.

#### Category B

- **IUCN Congress Staff:** IUCN Staff from all offices worldwide (including Headquarters in Switzerland) whose travel cost is covered by the IUCN Congress budget; the list of individuals is known in advance
- **Council:** The IUCN Council is the principal governing body of IUCN and is composed of The President, four Vice Presidents, the Treasurer, the Chairs of IUCN's six Commissions, and Councillors.
- **VIPs:** VIPs are individuals that IUCN wants to honour for their engagement with our institutions in the past or who might enter such an engagement in the future, such as IUCN donors, Chief Executive Officers, members of the IUCN Council, former IUCN Presidents and Director Generals.
- **VVIPs:** VVIPs are all individuals falling into one or several of the following categories: Royalty, Heads of State, Ministers and State Secretaries, Heads of Intergovernmental Organisations, Ambassadors and other diplomats, global celebrities, the IUCN President and IUCN Director General.
- **Speakers:** Speakers are individuals that IUCN has selected for their expertise, global leadership in, and invaluable contributions to, the world's most pressing conservation, biodiversity and sustainability challenges.
- **Other (Optional):** any other individuals whose travel may be sponsored by IUCN;

#### Category C

- **IUCN Other Staff (Headquarters/Regional/ Local offices):** IUCN Staff from all offices worldwide (including Headquarters in Switzerland) whose travel cost is covered by other cost centres; the list of individuals is not known in advance and individuals will contact the Contractor proactively.

It is understood and agreed that the below figures are only forecast estimates for travel services to be arranged by the selected Travel Agency:

Group of Travellers	Approx. quantity	Costs covered by	Additional information
Category A			

Sponsored Members	350-490	Congress Unit, IUCN Headquarters, Gland	The list of Sponsored Delegates will be provided by IUCN; one Membership Focal Point (IUCN staff) per region will be the focal point for the Travel Agency for the Delegates from their region (9 regions/Focal points in total)
<b>Category B</b>			
IUCN Congress Staff	70-80 (travel by plane) + Optional: 35-45 staff from Gland (travel by train)	Congress Unit, IUCN Headquarters, Gland	The list of Congress Staff will be provided by IUCN; origin: from all IUCN offices, 1 Focal point coordinating
Council	40	Governance Unit, IUCN Headquarter, Gland	The list of Council Members will be provided by IUCN, 1 Focal point
VIP/VVIPs/Speakers	130-185	Some tickets covered by Congress Unit, IUCN Headquarter, Gland, others will be self-payers;	The list of VIP/VVIP/speakers will be provided by IUCN, 1 Focal Point
<b>Optional (TBC): Other</b>	50	IUCN	The list of individuals would be provided by IUCN
<b>Category C</b>			
IUCN Other Staff (Headquarters/Regional/ Local offices)	5-20 individuals for each IUCN Regional/Local offices per plane (for a total of 90-140 IUCN other staff) + Optional: 60-80 staff from Headquarters, Gland (CH) (travel by train)	Various IUCN Cost Centres	IUCN Other Staff will either contact the Travel Agency individually or in small groups. Each person will need to provide an approved travel authorisation when submitting request to agency.
<b>TOTAL</b>	<b>680 – 950 plane tickets (50 other tickets optional) 95-125 train tickets (optional)</b>		

The Proposer is required to specify whether its fee structure would change based on the final numbers (680 vs 950) and how the team composition could evolve over time to adapt to a potential increase in numbers. IUCN expects to have clarity on the actual number of tickets needed by early October 2020.

### 2.3.2 Regional repartition

IUCN is a highly de-centralised organisation with headquarters in Gland, Switzerland.

In order to give you an overview of the countries of origin of the different categories of passengers mentioned in the above section please refer to the following documents:

- IUCN's Regional Offices web page: <https://www.iucn.org/regions>.

- The Sponsored Members countries of origin (low- and middle income countries), Annex I – Number of Members eligible for sponsorship by country.
- The origin of IUCN Staff can be any of the locations where IUCN has an office (see <https://www.iucn.org/regions>), the IUCN Congress Staff's origin are included in Annex II – Number of staff by country office

Please note that that staff traveling from Headquarters in Switzerland are required to travel by train only. The same may apply to staff from Brussels (Belgium) and from Bonn (Germany). Depending on the booking, conditions and perks (group booking, advanced booking, special fees, etc.) offered by the Proposers, IUCN reserves the right to not include the train tickets in the Contract with the successful Proposer but to let staff book their train ticket independently.

Countries of origins for VIP/VVIPs/Speakers are not determined at this stage.

The Travel Agency should guarantee that the flight booking from all countries worldwide is doable. If there are countries for which the Proposer cannot offer services, this needs to be clearly stipulated in the Proposal, ideally with an alternative solution.

### **2.3.3 IUCN Booking Guidelines and process**

To guide the Travel Agency throughout the project, IUCN has prepared Booking Guidelines (Annex V) to describe all the general rules applicable to Categories A and B detailed in this document and how to handle exceptions. This document also contains a link to IUCN Travel Policies applicable to passengers belonging to Category C. It is still in draft format but should give the Proposers a good idea about the rules to apply. A final version of the Booking Guidelines will be available by the time the work under this Contract is to start.

#### *2.3.3.1 IUCN Congress Travel booking process*

IUCN will provide the Travel Agency with a list of participants for each category of Travellers, including contact details, expected arrival and departure dates for Marseille and other necessary information. Only the persons included in those lists will be authorised to book a flight ticket.

The travel booking process consists of the following steps:

- 1 IUCN has an indicative price list (“Indicative Price List”) for expected ticket costs from destinations around the world to Marseille; the Travel Agency will assist IUCN in updating this Indicative Price List for the Congress travel dates as necessary;
- 2 List of selected participants for category A and B will be provided by IUCN to the Travel Agency with expected arrival and departure dates, a unique identifier and relevant IUCN account codes. Any changes and cancellations will be communicated by IUCN only.
- 3 Travel Agency will actively reach out to Travellers informing them how to proceed with their travel booking by directing them to an online form or other means.
- 4 Travel Agency will research travel options, send proposals to the Traveller and do the necessary follow-up until the flight is booked by ensuring that the cost remains within the Indicative Price List for each Traveller and travelling dates correspond to IUCN information. This includes the proposal of alternative flights/routes/dates (+/- 1 day) to remain in the allocated budget, taking into consideration the cost of the additional nights. The Travel Agency will set a deadline for the Traveller to choose an option (this deadline will be set depending on the conditions offered by the airline/train company and should be clearly mentioned in the proposal); before the expiration of this deadline the Travel Agency should contact proactively the Traveller if no answer has been received.
- 5 For any questions/exceptions linked to the booking of Traveller that are not covered by the Booking Guidelines, liaise with the relevant IUCN Focal point as indicated in the Booking Guidelines.
- 6 Make booking and send confirmation of flight booking/e-ticket to the traveller together with general information about passport, visa and immunisation/vaccination requirements to enter France, the Schengen area or transit countries.
- 7 Charge any extras, upgrades that are not covered by the Booking Guidelines or bookings for additional persons directly to the individual.

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- 8 Send a consolidated weekly invoice to IUCN with the relevant IUCN finance codes for each travel booking payment.
- 9 IUCN will check the invoice and process payment (payment via Airplus card in advance can be set up as well).
- 10 Check the booking dates for accommodation against the flight booking dates and inform Traveller and IUCN Focal point in case of discrepancies.
- 11 Pro-actively inform Traveller of any changes, delays/cancellations, strikes affecting the booked flights.

#### *2.3.3.2 Variations to travel booking process*

##### **- Category A - Sponsored Members**

In addition to step 3 indicated in **section 2.3.3.1 IUCN Congress Travel booking process**, the Agency will request a copy of the Traveller's passport as well as all information necessary for the travel insurance and transmit the personal data necessary for travel insurance in a GDPR compliant manner either to travel insurance indicated by IUCN or the insurance selected by the Contractor if such optional services have been offered and included in the Contract.

##### **- Category B - Council Members (only)**

In addition to step 4 indicated in **section 2.3.3.1 IUCN Congress Travel booking process**, the Travel Agency may be required to book the flight from a departure point that is different from the residence address of the Traveller. In such case, the Travel Agency will provide a flight quote for both the actual departure point and the usual residence address ("Residence Quote") and only charge the cost to IUCN up to the Residence Quote. In case of cost difference between the departure point and the residence address, the extra cost will be charged directly to the Traveller. In addition to step 5 indicated in **section 2.3.3.1 IUCN Congress Travel booking process**, please note that for bookings for Council, the IUCN Focal Point needs to be contacted for final validation of booking.

##### **- Category C - IUCN Other Staff**

**Introduction** is replaced by the following: For the IUCN Other Staff category, only individuals having an IUCN email address (...@iucn.org) and who send a copy of an approved IUCN travel authorisation (as per the model that will be provided by IUCN) can be considered as part of the IUCN Other Staff category.

**Step 2 and Step 3 of section 2.3.3.1 IUCN Congress Travel booking process** are replaced by: the Traveller will proactively contact the Travel Agency with a booking request, which needs to be accompanied by a screen shot of an approved travel authorisation showing the necessary IUCN finance codes. The arrival/departure dates will be specified by the Traveller.

**Step 5 of section 2.3.3.1 IUCN Congress Travel booking process** is replaced by: the Travel Agency will research options in accordance with the Booking Guidelines and send options to the Traveller within 24h following receipt of request (weekend excluded) and do the necessary follow-up until the flight is booked. The Travel Agency will set a deadline for the Traveller to choose an option (this deadline will be set depending on the conditions offered by the airline/train company and should be clearly mentioned in the proposal); before the expiration of this deadline the Travel Agency should contact proactively the Traveller if no answer has been received.

## **2.4 Contract management, reporting and project communications**

- The Proposer must support IUCN's business case for travel management and show that using their services represents best Value for Money for IUCN;
- A dedicated key account manager is required as a single contact to deal with all performance and contractual issues as needed, and to provide regular performance reports and updates;
- The Proposer must have in place an effective and reliable quality control process, including pro-actively informing IUCN of any issues encountered ;
- The Proposer must have in place an effective and reliable complaints procedure, involving at least one escalation step before problems are raised with the IUCN Congress Focal points, in order to resolve any issues Travellers and bookers may have;
- The Proposer must have contingency, disaster recovery, and succession plans to ensure that the effects of staff absences and turnover on the services provided are minimised.

## 2.5 Project Implementation Timeline

MILESTONES	DEADLINES
Kick off meeting with IUCN	20 August 2020
Launch of the Travel booking services in EN / FR / SP, including sending communication to Travellers under categories A and B.	31 August 2020
Customised travel booking tracking reports sent to IUCN	Starting on 15 September 2020
Customised financial report sent to IUCN on a weekly basis	Starting on 15 September 2020
All Travellers included on the IUCN list (Congress IUCN staff, Sponsored Members, Councillors, Suppliers, VIPs/VVIPs) must have completed their travel booking.  For the Sponsored Members and VIPs/VVIPs additional services for tracking accommodation booking, insurance (optional), etc. must be finalised.	By 30 November 2020
Onsite support travel services	From 8 January to 15 January 2021
Debriefing and lessons learnt report	31 March 2021
Closing of post Congress claims, insurance claims (if applicable), reimbursements and payment reconciliations – Note that the closing can be earlier if the selected Proposer does not provide travel insurance.	31 July 2021

**PART 3 – THE EVALUATION MODEL AND RELATED DOCUMENTS TO BE PROVIDED BY PROPOSERS**

By participating in this RfP, Proposers are indicating their acceptance to be bound by the conditions set out in this RfP.

This Part details all the information Proposers are required to provide to IUCN to evaluate the Proposals. Proposers are discouraged from sending additional information, such as sales brochures, that are not specifically requested.

The evaluation of proposals will be carried out exclusively with regards to the evaluation criteria and their relative weights specified in the tables below.

In addition to the following evaluation criteria, the Proposer is required to provide in the submitted proposal all documents and information listed in Part 4 of this RfP.

**3.1. Detailed scoring**

**3.1.1 Technical proposal – 65% of total marks**

*3.1.1.1 Minimum requirements*

Each Proposal will be screened to evaluate whether the following minimum requirements (First Quality Threshold) listed in section 2.2.2.3 **Simple Travel Bookings** are met:

<b>Evaluation criterion</b>	<b>Information to be provided</b>	<b>Requirement met</b>
Collection of Traveller data	Short description and example of how Traveller data will be collected and how GDPR and security will be respected	Yes/No
Handling Simple and Complex travel booking	Confirmation that the Proposer can provide travel services from all countries worldwide without limitation Process for handling travel bookings for all categories of participants as described in section 2.2 (simple and complex travel bookings) Process for handling changes cancellations, upgrade requests and use of airline mileage upgrades, etc.	Yes/No
Travel option presentation	Example of travel option presentation including all IUCN requirements.	Yes/No
Service response time and service quality	Description of dedicated team members and their experience and information on service response time for regular request and urgent requests.	Yes/No
Provide all services in all IUCN official languages	Information on language capacities of online systems (if applicable), email and phone enquiries; Number of dedicated staff per official languages.	Yes/No
Compliance with GDPR	Description of the support services offered and number of staff deployed either for remote service or onsite support	Yes/No

A Proposal needs to meet all requirements listed in the above table in order to be evaluated further.

*3.1.1.2 Scoring for technical requirements*

All Proposals passing the Minimum technical requirements (first quality threshold) will be scored against the criteria in the following table.

The Proposer shall set forth its overall technical approach and plans to meet the requirements of the RFP in a narrative format. The narrative should convince IUCN that the Proposer understands the objectives that the contract intends to meet and the nature of the required work level necessary to successfully complete the contract while implementing international travel standards and regulations as well as the IUCN's Booking Guidelines. The Proposers should limit their response to a maximum of 50 pages and sections shall be clearly organised in line with the table below.

<b>Evaluation criterion</b>	<b>Information evaluated/to be provided in the proposal</b>	<b>Weighting</b>	<b>Points</b>
Handling of 680-950 air tickets bookings within a 3 months period	<ul style="list-style-type: none"> <li>a. Detailed Proposer's implementation plan and operational activities to deliver the travel booking service for all categories of participants including additional services listed in 2.2.3 as described in PART 2 – THE REQUIREMENT within the allocated period including management of peak demand period both online and calls in the official languages of IUCN. This should include detailed operational activities (including a detailed description of the Traveller data collection process and Travel management process) and timeline.</li> <li>b. Proposed travel option presentation in line with the IUCN criteria (clear, functional, readable by all, precise, detailed and customisable);</li> <li>c. Contingency, disaster recovery, and succession plans to troubleshoot unforeseen situation (management of peak booking period (680-950 travel booking over 3 months period) and mitigate potential staff power shortage/turnovers); guarantee to respect response time for normal and urgent Traveller issues, etc.)</li> <li>d. Confirmation that the Proposer can provide travel services from all countries worldwide without limitation</li> <li>e. Process for handling changes, cancellations, upgrade requests and use of airline mileage upgrades, etc.</li> </ul>	<ul style="list-style-type: none"> <li>a. 45%</li> <li>b. 10%</li> <li>c. 30%</li> <li>d. Yes/No (cannot be no)</li> <li>e. 15%</li> </ul>	30
Additional services	<ul style="list-style-type: none"> <li>a. Description of support services during Congress as outlined in section 2.2.3.1 to manage changes, new bookings and troubleshoot any problems including approach for handling potential high number of changes.</li> <li>b. Management of VIPs, VVIPs and speakers 2.2.3.2</li> <li>c. Confirmation that regular checks of accommodation booking dates can be handled as described in section 2.2.3.3</li> </ul>	<ul style="list-style-type: none"> <li>a. 45%</li> <li>b. 50%</li> <li>c. 5%</li> </ul>	20
Service level agreement and general contract management	<ul style="list-style-type: none"> <li>a. Detailed Terms and conditions of the Service Level Agreement (SLA).</li> <li>b. Detailed project governance plan and quality control process to assess performance of services delivery as well as communication process with IUCN detailing responsiveness and accessibility. In case the Proposer is based in a different time zone please specify the working process.; the quality control process needs to include <ul style="list-style-type: none"> <li>i. a complaints procedure, involving at least one escalation step before problems are raised with the IUCN Congress Focal points, in order to resolve any issues Travellers and bookers may have;</li> <li>ii. process for ensuring offers are the best that can be found, and process for dealing with situations</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>a. 40%</li> <li>b. 35%</li> <li>c. 25%</li> </ul>	20

	<p>where a Traveller believes to have found a cheaper option elsewhere.</p> <p>c. Description on how Proposer will implement IUCN's approval processes outlined in section 2.3.3</p>		
Experience and qualification	<p>a. Outline of the team that the Proposer will assign to the project for all aspects; including information on roles and responsibilities as well as experiences, skill and languages spoken for each team member.</p> <p>b. Experience and qualification of dedicated key account manager</p> <p>c. Experience and qualification of VIP focal point assigned</p> <p>d. Short presentation of the Travel Agency including technical and geographical scope of work with details of three relevant examples of past work demonstrating the capacity of the Proposer to deliver the requirements listed in <a href="#">Part 2</a></p>	<p>a. 20%</p> <p>b. 30%</p> <p>c. 30%</p> <p>d. 20%</p> <p>e. 25%</p>	10
Handling invoicing, payments and reports as per IUCN needs	<p>a. Confirmation that reports will be in line with template provided by IUCN (Annex III), sample reports submitted to demonstrate this capability and describe process for coordinating reports with invoice dates in case lodge card or equivalent system are proposed</p> <p>b. Submit sample invoice</p> <p>c. Description of payment process (corporate credit cards, travel cards or lodge cards) including information on how these cards are to be integrated into the Proposer's systems and processes and how the process would work for non-IUCN staff.</p>	<p>a. 40%</p> <p>b. 30%</p> <p>c. 30%</p> <p>d. 20%</p> <p>e. 25%</p>	20
<b>Total points technical score</b>			<b>100</b>

Any technical proposal for optional services shall be listed separately.

**Score calculation method of the technical evaluation:**

\* Normalised Total Technical Score (NTS1) = Total Technical Scores will be normalised by dividing each Bidder's score by the highest Total Technical Score and multiplying by 100. For example, if the highest Total Technical Score achieved by any Bidder is 92, and Bidder A scores 87, then Bidder A's Normalised Technical Score will be  $(87 / 92) \times 100 = 94.57$

**3.1.1.3 Optional services**

Proposers should provide information on whether they are able to provide any of the optional services as listed in section 2.2.5. These optional services will not influence the technical score. The below information will be taken into account to determine whether the optional services offered by the winning Proposer will be added to the Contract. The minimum requirement for an optional service to be included in the contract is listed in the table.

Services	Description
Travel insurance services	<ul style="list-style-type: none"> <li>o Coverage &amp; General and Special Terms and Conditions of the travel insurance that Proposer would supply</li> <li>o Confirmation that travel insurance certificate will be provided to all travellers</li> </ul>
Travel insurance plus	Process for handling claims linked to medical treatments

Train tickets for staff from Switzerland	Options and process for issuing train tickets (individual, group bookings, discounts)
Professional visa services	Describe specific information you could provide for visa required for France and transit countries and process for doing that plus any sub-providers involved (if applicable) and the justification of the choice of such provider.

**3.1.2 Financial Proposal – 35% of total marks**

*3.1.2.1 Financial scoring*

Only Proposals that pass the minimum technical requirements will be included in the Financial Evaluation. Financial Proposals will be evaluated on the basis of the estimated total cost (Estimated Total Cost). The Service fees of each Proposal shall detail the fees / forfeit structure for performing the required above services. The Proposers will be required to fill in Annex VI – Financial proposal template. To compare Proposals, IUCN will assume a fictive number of units per service in line with the numbers provided in the Annex VI to determine the Estimated Total Cost. It is understood that the actual number of bookings/units that IUCN will purchase under the Contract to be issued to the winning Proposer does not have to be in line with the numbers provided in Annex VI. They merely serve the purpose to compare the financial offers.

Note: The travel booking management service cost for extra costs (upgrades, add-on trips) or additional Travellers not covered by IUCN (spouse, colleagues, etc.) shall be charged directly to each individual. Any financial proposal for optional services shall be listed separately from the above financial proposal.

Normalised Financial Score (NFS1):

Total Costs will then be normalised by dividing the lowest Total Cost proposed by each Proposal's Total Cost and multiplying by 100. For example, if the lowest Total Cost from any Proposal that passes the Quality Threshold is CHF 100,000 and Bidder A's Total Cost is 115,000, then their Normalised Financial Score will be  $(100,000 / 115,000) \times 100 = 86.96$

*3.1.2.2 Pricing information*

*Prices include all costs*

Submitted rates and prices are deemed to include all costs, insurances (optional), taxes, fees, expenses, liabilities, obligations, risk and other things necessary for the performance of the Requirement. Any charge not stated in the Proposal as being additional, will not be allowed as a charge against any transaction under any resultant Contract.

*Applicable Goods and Services Taxes*

Proposal rates and prices shall be exclusive of Value Added Tax.

*Currency of proposed rates and prices*

Unless otherwise indicated, all rates and prices submitted by Proposers shall be in Euros.

*Rates and Prices*

It will be the Proposer's responsibility to ensure all charges are included in their financial proposal. As a starting point, IUCN proposes the table in Annex VI – Financial proposal template, but the Proposer will need to make sure individual line items correspond to their service proposal and provide clarifications if need be (comments). All fees for bookings need to be indicated per Traveller for an entire trip (not per leg). Proposers are required to specify the currency in which they will charge fees.

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In case the handling fee changes if the total number of tickets is around 680 or 950, the Proposer should add a column to provide different fees. It needs to be clearly stipulated as of how many tickets, the fee would change.

The Proposer can list as optional any additional cost for recommended services or additional functionalities not described in this RfP.

### 3.1.3 Total Score calculation

The Normalised Technical Score will be multiplied by the Technical Weighting Factor (65%), the Financial Score multiplied by the Financial Weighting Factor (35%) and the two weighted scores added together to provide a Total Score for each bid excluding those that do not meet the Technical Quality Thresholds.

The proposals with the highest total score will be invited for an online presentation; IUCN intends to invite the three highest-scoring Proposers to give a presentation about the Travel booking Management Services and presentation of the proposed team but the exact number of Proposers invited may change depending on the quality of Proposals and their scores relative to each other. In other words, if a number of Proposals should turn out to achieve very similar scores, then more than three Proposers may be invited to present.

Presentations will take place via conference call and will be divided as follows:

- Presentation of the Travel Agency (5 minutes)
- Presentation of the team members including the Project Manager (10 min)
- Presentation of the detailed process to deliver IUCN service within a 3-month period by the Project Manager (25 minutes)
- Questions and Answers (20 minutes)

The aim of the presentations will be for IUCN's evaluation panel to gain an insight into the overall project management and process implemented to ensure a timely delivery of the services.

The Proposer should be ready to provide further detailed information about other aspect of the proposal itself as well as answer specific questions on the technicalities of the provided features. Please note that the Proposal Technical Score may be adjusted based on the online presentation.

Following the presentation, reference checks will be conducted for the proposal obtaining the highest score. Please note that the technical scoring may be adjusted according to the result of the reference checks. If the reference check change the scoring results of the proposals, IUCN reserves the right to conduct reference check with the new highest final score.

The contract will be awarded to the Proposal that has obtained the highest final Total Score, subject to the Proposal Conditions in Part 1 above and the following caveat:

**IMPORTANT** - In the event that the Proposal achieving the highest Total Score is deemed not affordable, IUCN reserves the right to engage in direct negotiation with the 3 (three) highest-scoring Proposers to identify whether any – and, if so, which – aspects of the Requirement may be excluded in order to reduce the total price to an affordable level. In this case, the terms and criteria of the final selection will be communicated to the three highest-scoring Proposers prior to opening the negotiations.

### 3.2. Additional information to be provided with Proposal

In addition, the Proposer is required to provide the following information:

- i. A completed and signed [Proposer's Declaration](#)
- i. A certificate of the Travel Agency's "Travel Guarantee Fund"
- ii. A statement confirming that Proposer will comply with all requirements linked to French labour law for its staff working at the Onsite Travel Desk as outlined in section 2.2.3.1 Support services during Congress - onsite or alternative, if applicable;
- iii. Description of any additional optional services not described in this RfP that the Proposer considers would enhance the Travellers' experience.
- iv. Test access to online form or screenshot of the online form, if relevant.

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- v. List of three references for projects of similar scope. Please note that IUCN will only contact the references if the Proposer has been identified as the highest proposal scoring after the evaluation process.
- vi. Non-price commercial information as follows
  - (a) Please provide the following information on your company:
    - annual turnover
    - office locations
    - number of staff per office location
  - (b) Please provide one of the following:
    - A copy of your audited accounts for the most recent two years
    - A statement of your turnover, profit & loss account and cash flow for the most recent year of trading
    - A statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position
    - Alternative means of demonstrating financial status if trading for less than a year

### **3.3. Documents to provide upon contract signature linked to the performance of Onsite Travel Desk**

In the event, that the Proposer is offering an Onsite Travel Desk as described under 2.2.3.1 Support services during Congress - onsite or alternative, the Contractor warrants compliance with all obligations of the French labour law and social security law for its own personnel working in France and will handle all paper work with the French authorities including but not limited to the prevention of illicit/undeclared work, handling of work permits for foreign employees, managing social security contributions, documentation and compensation of overtime.

In that context the Contractor will provide the following documentation **if selected and upon signing the contract**. Please note that these documents are without prejudice to those the Contractor must permanently hold as an employer under the labour law.

For Contractors established in France:

- (a) Document relating to prevention of illicit/undeclared work
  - Certificate issued by French URSSAF;
  - K-bis (certificate of corporate registration) for professions requiring such registration;
  - An identification card proving registration with the trade registry;
  - An official document (offer, brochure, letter) showing the corporate registration number, name and address of the Contractor.
- (b) Document regarding employment of foreign employees
  - A list of all the employees for whom a work permit is required;
  - The list must specify for each employee: the date of hiring, the nationality, and the number and type of work permit.

For Contractors established outside France:

- (a) Document relating to prevention of illicit/undeclared work
  - A1 forms of each employee that will physically be at the Congress for Contractors based in EU/EEA/CH;
  - SE Form or certificate issued by French URSSAF of each employee that will physically be at the Congress for Contractors established outside EU/EEA/CH;
  - Certificate of registration (corporate register) in the country of establishment;
  - As the case may be, documentation detailing its French VAT number. Otherwise, a document issue by the Tax administration of its country and mentioning its name and address.
- (b) Regarding secondment of employees:

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- Copy of declaration of secondment for each employee that will physically be at the Congress;
- Copy of the appointment letter of a representative in France.
- Furthermore, if the Contractor uses one or more subcontractors (or a temporary work agency established outside France), the Contractor shall provide IUCN with a copy of each secondment declaration filed by its subcontractors, before the beginning of the performance of the services by the subcontractor.

(c) Regarding employment of foreign employees

- A list of all the employees physically travelling to Congress for whom a work permit is required

The list must specify for each employee: the date of hiring, the nationality, and the number and type of work permit.

## PART 5 – CONTRACT TERMS AND CONDITIONS

Below is the proposed agreement for Congress Travel Agency Services. IUCN reserves the right to amend the proposed agreement prior to signature but, in submitting a Proposal, Proposers acknowledge that this is a standard IUCN contract template and will only be amended at IUCN's discretion. Should the Proposer wish to add or amend any clauses, it needs to stipulate this at the time of submitting the Proposal.

### TRAVEL AGENCY AGREEMENT (the "Agreement")

between

**IUCN, International Union for Conservation of Nature and Natural Resources**, an international association established under the laws of Switzerland, with its World Headquarters located at Rue Mauverney 28, 1196 Gland, Switzerland (hereafter "**IUCN**"),

and

**[full legal name of other party]**, established under the laws of **[name of country]**, with headquarters located at **[address]**, **[country]** (hereafter "**Contractor**" or "**Travel Agency**")

IUCN and the Contractor shall be referred to herein individually as a "Party" and together as the "Parties".

#### PREAMBLE

**Whereas** the mission of IUCN is to influence, encourage and assist societies throughout the world to conserve the integrity and diversity of nature and to ensure that any use of natural resources is equitable and ecologically sustainable;

**Whereas** IUCN wishes to obtain Travel Agency Services from the Contractor for organising the travel of staff, Sponsored Members, Council, and selected VIPs, VVIPs and speakers and the Contractor agrees to assist IUCN with such services under the terms and the conditions set forth in this Agreement.

**Whereas** the Contractor has represented to IUCN that it has the required expertise and experience;

**Now therefore** the Parties agree as follows:

#### 1. SERVICES

- 1.1 The Contractor will provide the below services for the IUCN World Conservation Congress 2020, perform the tasks and deliver the deliverables no later than the agreed deadline(s) as set out in the terms of reference attached as Annex I (the "Services").
- 1.2 The Contractor will assign Name of the Project Manager (the "Key Personnel") to the performance of the Services on behalf of Contractor. The replacement of any Key Personnel must be approved in advance by IUCN in writing.
- 1.3 IUCN reserves the right to request any reports (progress, financial or otherwise additional to those required under the Agreement), which could be considered to be reasonably required to evidence satisfactory performance under the Agreement.
- 1.4 The Contractor shall not subcontract the Services to third parties without the prior written consent of IUCN. However, the Contractor may under its own responsibility use the services of others provided such services are of an auxiliary or clerical nature.

#### 2. TERM

This Agreement comes into effect on upon its signature by both Parties (the "Effective Date") and will expire on 31 July 2021 (the "Expiration Date").

### 3. INDEPENDENT STATUS

- 3.1 The employees, directors or shareholders of the Contractor shall not be entitled to any pension, bonus or other fringe benefits from IUCN.
- 3.2 The Contractor shall have no authority to enter into contracts or to incur any other legally binding commitment on behalf of IUCN.
- 3.3 No employee, director or other representative of the Contractor shall hold him or herself out or permit itself to be held out as having authority to do or say anything on behalf of or in the name of IUCN.
- 3.4 The Contractor shall be solely and exclusively liable for any and all taxes, levies or dues required to be paid in any of the countries where this Agreement applies, on any amounts paid to the Contractor by IUCN and has sole responsibility for declaring such amounts to the relevant tax authorities.

### 4. OBLIGATIONS

- 4.1 The Contractor shall carry out its duties in an expert and diligent manner and to the best of its ability and shall promptly and faithfully comply with all lawful and reasonable requests which may be made by the IUCN Contact Person and shall respect the response times and quality levels defined in the Service Level Agreement (Annex II).
- 4.2 The Contractor shall give written or oral advice or information regarding the execution of the Services as and when required by IUCN.
- 4.3 In the case of illness, accident, or a case of Force Majeure as described under clause 14.3 preventing the Key Personnel from performing the Services, the Contractor shall promptly notify IUCN in writing of impediment.

### 5. REMUNERATION

- 5.1 In consideration of the Services provided by the Contractor according to this Agreement, IUCN agrees to remunerate by the Contractor. The type and amount of remuneration are in accordance with Annex III (the „Transaction Fees“) as agreed by both Parties and shall cover all Services (including staff costs and operating expenses) provided by the Contractor. The fees listed are exclusive of any taxes and deductions, it being understood that IUCN is exempt from VAT and other indirect taxes in Switzerland.
- 5.2 The Contractor will charge upgrades and additional expenses not covered by the IUCN Booking guidelines (as defined in Annex IV of this Agreement) and/or costs linked to bookings for persons not covered by IUCN directly to that traveller, including any related transaction fees. It is understood that IUCN cannot be deemed responsible for delay or failure in paying such services.
- 5.3 For services linked to the provision of a Congress onsite travel support desk as defined in Annex I, IUCN shall pay the Consultant a fixed and firm lump sum of [currency/amount in numbers (amount spelled out in letters)] (“Onsite Desk Remuneration”) based on [number of days] days of work at a daily rate of [currency/amount in numbers (amount spelled out in letters)] and a lump sum for travel, hotel and subsistence allowance as follows:
  - 5.3.1 A first instalment of [currency/amount in numbers (amount spelled out in letters)] corresponding to 40% of the Onsite Desk Remuneration by 07 November 2020 and upon receipt of a first invoice;
  - 5.3.2 A second and last instalment of [currency/amount in numbers (amount spelled out in letters)] corresponding to remaining 60% of the Remuneration upon satisfactory and timely completion and IUCN written acceptance of the Services of the Congress onsite travel desk as specified in Annex I and upon receipt of a final invoice.

- 5.4 If the tasks defined in the Agreement are not fulfilled to the satisfaction of IUCN within the requested time limit, IUCN reserves the right to withhold any further payments and recuperate any funds already paid for unfulfilled Services.
- 5.5 Transaction Fee payments, will be made **through a lodge card issued** under this Agreement for each transaction completed by the Contractor. The charges will be substantiated by a monthly invoice from the lodge card company and a financial report by the Contractor using the same cut-off dates as the lodge card company and following the template provide in Annex V.
- 5.1 IUCN shall make payments for the Onsite Desk Remuneration to the Contractor's bank account (to be opened in the name of the Contractor in the place where Contractor is established or where the Services are provided) as follows:  
Complete Account name: [xxx]  
Account type and currency: [xxx]  
Bank name: [xxx]  
Bank address: [xxx]  
Account No.: [xxx]  
SWIFT Code or other bank routing code: [xxx]  
IBAN No: [xxx]
- 5.2 IUCN shall not be liable to Contractor for any expenses that Contractor pays or incurs in its performance under the Contract, except as specifically agreed to in writing by IUCN.
- 5.3 Funds that remain unused at the Expiration Date or termination date of this Agreement must be returned to IUCN within sixty (60) days following either of such dates, as applicable.

## 6. TRAVEL EXPENSES

Travel expenses in connection with this Agreement are covered within the lump sum of clause 5.3. All travel has to be approved by the IUCN Contact Person before any reservation is made.

## 7. CONTRACTOR'S WARRANTIES AND UNDERTAKINGS

- 7.1 The Contractor warrants that its performance of the Services under the terms of this Agreement will not infringe on the rights of any third party or cause the Contractor to be in breach of any obligation towards a third party.
- 7.2 The Contractor shall maintain at its sole expense liability and any other relevant insurance covering the performance of this Agreement. IUCN may require the Contractor to provide to a certificate of insurance evidencing such coverage.
- 7.3 The Contractor represents and warrants that no part of the Onsite Desk Remuneration or Transaction Fee shall be provided to, or used to support, individuals and organizations associated with terrorism as identified on any sanction list published by the European Union, the United States Government, the United Nations Security Council or other relevant agency or body.
- 7.4 Specific COVID-19 sanitary and safety measures applicable for Contractor's personnel present at the Congress
- 7.4.1 In light of the ongoing COVID-19 pandemic and to ensure the safety of participants and visitors, the Contractor must ensure the integration of the health and safety measures imposed by the national or local authorities in all of its action in the execution of the Agreement and particularly in the periods of set-up, exploitation and dismantling. This includes taking charge of and making

available to all Contractor team members and sub-contractors the appropriate equipment (masks, hydro alcoholic gel, gloves) in sufficient quantity to ensure their safety.

7.4.2 The Contractor will have to provide a detailed description of the health and safety measures, which will be implemented onsite based on the health and safety measures imposed by the national or local authorities at that time. These measures will also have to be adjusted according to government / local requirements on the dates of the Congress.

7.5 The Contractor warrants compliance with all obligations of the French health and safety legislation as well as labour law and social security law for its own personnel working in France and will handle all paper work with the French authorities related to its own personnel including but not limited to the prevention of illicit/undeclared work, handling of work permits for foreign employees, managing social security contributions, documentation and compensation of overtime; in that context the Contractor will provide any necessary documentation to IUCN as outlined in Annex VI; The Contractor will ensure that any subcontractors present at the Congress comply with all obligations of the French labour law and social security law and with the health and safety legislation.

## **8. CONFIDENTIALITY**

8.1 The Contractor will not disclose or use, at any time during or subsequent to this Agreement, any confidential information of IUCN or any other non-public information relating to the business, financial, technical or other affairs of IUCN except as required by IUCN in connection with the Contractor's performance of this Agreement or as required by law. In particular, but without prejudice to the generality of the foregoing, the Contractor shall keep confidential all Intellectual Property and know-how disclosed to him/her by IUCN, which becomes known to it during the period of this Agreement or which it develops or helps to develop in providing the Services to IUCN.

8.2 The Contractor shall:

8.2.1 not disclose to third parties without express prior written consent of IUCN the results of work performed as part of the provision of the Services;

8.2.2 disclose know-how and other confidential information of IUCN, which is provided by IUCN to the Contractor for the purpose of carrying out the Services only to those persons necessary to accomplish the Services and only to the extent necessary for the proper performances of the Services.

8.3 The Contractor agrees to immediately notify IUCN in writing if it becomes aware of any disclosure in breach of the obligations of this clause 8. At the request of IUCN, the Contractor will take all steps necessary to prevent further disclosure.

## **9. PROPERTY OF RESULTS**

All notes, memoranda, correspondence, records, documents and other tangible items made, by the Contractor in the course of providing the Services will be and remain at all times the property of IUCN. At any time, even after the termination of this Agreement, the Contractor shall, upon request, promptly deliver to IUCN all such tangible items, which are in its possession or under its control and relate to IUCN, its business affairs and clients and/or the Services and Contractor may not make or retain copies.

## **10. INTELLECTUAL PROPERTY**

12.1 Intellectual Property rights are any and all rights and prerogatives, registered or not, arising from the Swiss and international legislation on the protection of notably patents, design, trademark, as well as know-how and trade secrets.

12.2 All Intellectual Property rights conceived or made by the Consultant in the course of providing the Services will belong to IUCN and the Consultant hereby agrees to assign to IUCN or its nominee, with full title guarantee, all rights in and to any Intellectual Property resulting from the provision of the Services for the full duration of such rights, wherever in the world enforceable.

12.3 The Contractor confirms that IUCN shall have all rights of development, manufacture, promotion, distribution and exploitation in relation to the projects undertaken and products developed in the course of the provisions of the Services and the Intellectual Property created or arising from the provision of the Services.

**11. LIABILITY**

The Consultant agrees to indemnify and hold IUCN harmless from any and all losses and damages that IUCN may incur as a result of Consultant’s actions or omissions in rendering the Services or the breach of any of the Consultant’s obligations contained in this Agreement.

**12. COMMUNICATION AND NOTICES**

12.4 All correspondence and notices in connection with the implementation of this Agreement must be directed as follows:

IUCN Contact Person	Contractor Contact Person
Elodie Lamine	[name]
Congress Officer	[title]
Union Development Group, Headquarters	[address]
Rue Mauverney 28, CH-1196 Gland	[phone]
+41-22-999 0368	[email]
<a href="mailto:elodie.lamine@iucn.org">elodie.lamine@iucn.org</a>	

12.5 In case the Contact Person is being changed, the authorized representative of each Party shall notify the other Party in writing (email accepted).

**13. FRAUD, CORRUPTION, ETHICS AND PERSONAL DATA PROTECTION**

13.1 The Contractor shall comply with the terms of IUCN’s Code of Conduct and Professional Ethics for the Secretariat, available at [http://cmsdata.iucn.org/downloads/code\\_of\\_conduct\\_and\\_professional\\_ethics.pdf](http://cmsdata.iucn.org/downloads/code_of_conduct_and_professional_ethics.pdf), which by signing this Agreement, the Contractor confirms it has reviewed and accepted.

13.2 The Contractor shall comply with the standards of conduct set forth in IUCN's Anti-fraud Policy, available at [http://cmsdata.iucn.org/downloads/anti\\_fraud\\_policy.pdf](http://cmsdata.iucn.org/downloads/anti_fraud_policy.pdf), which by signing this Agreement, the Contractor confirms it has reviewed and accepted.

13.3 The Contractor shall comply with the [Anti-harassment Policy for IUCN events](#) and follow the respective reporting procedure outlined in Annex 1 of that policy.

13.4 The Contractor shall comply with the [Congress Sustainability policy](#).

**13.5 Personal Data Protection**

13.5.1 IUCN may in the course of performance of the agreement provide the Contractor with Personal Data. Personal Data, is any information relating to an identified or identifiable individual, unless otherwise

defined under applicable law related to the protection of individuals, the processing of such information, and security requirements for and the free movement of such information. Any processing of Personal Data will be done in accordance with the terms of this Agreement and the applicable law.

- 13.5.2 The Contractor will implement all appropriate security measures to protect Personal Data against accidental, unlawful, or unauthorized (i) destruction (ii) loss, (iii) alteration, (iv) disclosure, or (v) access (including remote access). The Contractor will protect Personal Data against all other forms of unlawful processing, including unnecessary collection, transfer, or processing, beyond what is strictly necessary for the performance of the Agreement.
- 13.5.3 The Contractor shall ensure that persons authorized to process the personal data have committed themselves to confidentiality.
- 13.5.4 The Contractor shall not engage another processor without the written authorization of IUCN. Where the Contractor engages another processor for carrying out specific processing activities on behalf of IUCN, the same data protection obligations as set out in this Agreement shall be imposed on that other processor by way of a contract, in particular providing sufficient guarantees to implement appropriate technical and organisational measures in such a manner that the processing will meet the requirements of the applicable law. Where that other processor fails to fulfil its data protection obligations, the Contractor shall remain fully liable to IUCN for the performance of that other processor's obligations.
- 13.5.5 Where IUCN Personal Data is transferred and the Contractor is located in a country that has not been deemed to provide an adequate level of protection for personal data within the meaning of Regulation (EU) 2016/679, the Contractor will either:
- a) enter into any standard data protection clauses adopted or approved by the European Commission in line with Regulation (EU) 2016/679; OR
  - b) confirm that it has fully implemented binding corporate rules which provide adequate safeguards as required by Regulation (EU) 2016/679, or has any other similar program or certification that is recognised as providing an adequate level of protection in accordance with Regulation (EU) 2016/679.
- 13.5.6 The Contractor will promptly, and in any case within seventy two (72) hours inform IUCN through the online form here if it determines and discloses to a competent public authority and/or affected data subjects that an accidental, unlawful, or unauthorized (i) destruction (ii) loss, (iii) alteration, (iv) disclosure, or (v) access (including remote access) of IUCN Personal Data has occurred.

## **14. TERMINATION**

### **14.1 Termination for cause**

14.1.1 IUCN reserves the right to terminate this Agreement in whole or in part, upon written notice with immediate effect in the event that the Contractor:

- i. has falsified or provided inaccurate, incomplete or misleading information in any documentation provided to IUCN;
- ii. defaults in carrying out any of its obligations under this Agreement;
- iii. has engaged in illegal acts, including, without limitation fraudulent or corrupt actions as defined in Code of Conduct and Professional Ethics for the Secretariat and IUCN's Anti-fraud Policy (hereafter referred to as a "Fraud");
- iv. enters into liquidation or dissolution other than for the purpose of an amalgamation or reconstruction; or

- v. ceases to carry on business, has a receiver or administrator appointed over all or any part of its assets or undertaking, enters into any composition or arrangement with its creditors or takes or suffers any similar action in consequence of a debt or other liability, or undergoes any process analogous to the foregoing in any jurisdiction throughout the world

14.1.2 If it is determined that the Contractor has committed Fraud in competing for or in the performance of this Agreement, all expenditures incurred under this Agreement shall be undue and the Contractor shall promptly reimburse IUCN for all expenditures incurred in the performance of this Agreement.

#### 14.2 Termination for force majeure

14.2.1 The performance of this Agreement by either Party is subject to acts of God, war, government regulations, pandemics or epidemics, disaster, strikes (excluding strikes of respective Parties' personnel), civil disorders, curtailment of transportation facilities, or other emergencies making it illegal or impossible for either Party to perform its obligations ("Force Majeure Event"). It is specifically understood that an event beyond the reasonable control of a party related to the coronavirus (COVID-19) situation shall amount to a Force Majeure Event. The Party subject to a Force Majeure Event shall promptly notify the other Party of the occurrence and particulars of such Force Majeure Event, including how it impacts the performance of its obligations under this Agreement. The Party so affected shall use diligent efforts to avoid or remove such causes of non- or delayed performance as soon as is reasonably practicable. This Agreement may be terminated unilaterally without compensation for any one or more of the foregoing reasons by written notice from one Party to the other.

14.2.2 If a resolution of the Force Majeure Event is not possible or practicable, this Agreement may be terminated unilaterally without compensation for any one or more of the foregoing reasons by written notice from one Party to the other.

14.2.3 Notwithstanding the above, the Parties may agree to a suspension of the Services or an extension of the Agreement as deemed appropriate. Upon termination of the Force Majeure Event, the performance of any suspended Services shall without delay recommence.

14.2.4 The Party subject to the Force Majeure Event shall not be liable to the other Party for any damages arising out of or relating to the suspension or termination of Services by reason of the occurrence of a Force Majeure Event, provided such Party complies with all the requirements under this clause 14.2.

#### 14.3 Effects of Termination

In the event of termination under this article, the Contractor shall within thirty (30) days of termination, and at IUCN's request:

14.3.1 to the extent possible, complete the Services subject to the Remuneration made available until the date of termination and stop all ongoing activities;

14.3.2 refund to IUCN any advance payments received in excess of the total expenditure incurred as evidenced in the invoices submitted to IUCN,

14.3.3 reimburse IUCN for any expenditures made in breach of the terms of this Agreement and

14.3.4 submit final technical and financial reports and any other materials, deliverables, works or other outputs created as at the date of termination under this Agreement.

**15. APPLICABLE LAW AND DISPUTE RESOLUTION**

15.1 The performance and interpretation of this Agreement will be subject exclusively to the laws of Switzerland, excluding its conflict of laws principles.

15.2 Any dispute arising out of or in relation with this Agreement that cannot be resolved amicably by the Parties or by way of mediation shall be submitted to the competent courts of Lausanne, Switzerland.

**16. GENERAL PROVISIONS**

16.1 This Agreement is the complete understanding between IUCN and the Contractor and replaces all other agreements and understandings in reference to the subject matter of this Agreement.

16.2 Any modification or amendment of this Agreement shall be in writing and shall become effective if and when signed by both Parties.

16.3 This Agreement is non-exclusive. IUCN is free to consult other experts in the Contractor's field of specialization.

16.4 This Agreement is personal to IUCN and the Contractor, and neither Party may sell, assign or transfer any duties, rights or interests created under this Agreement without the prior written consent of the other.

16.5 Either Party waives all and any rights of set-off against any payments due hereunder and agrees to pay all sums due hereunder regardless of any set-off or cross claim.

16.6 All provisions that logically ought to survive termination of this Agreement shall survive.

This Agreement may be executed in counterparts, each of which shall be deemed to be an original, but all of which, taken together, shall constitute one and the same agreement. The Parties agree that the signed counterparts may be delivered by e-mail in a ".pdf" format data file, and that in this case such signature shall create a valid and binding obligation of the party executing with the same force and effect as if such ".pdf" signature page were an original thereof.

IUCN, International Union for  
Conservation of Nature and  
Natural Resources

**[full name of Contractor]**

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Enrique J. Lahmann, PhD

**[Name of representative]**

Global Director, Union Development Group

**[Position of representative]**

ANNEXES

Annex I – Terms of Reference

Annex II – Service Level Agreement

Annex III – Transaction Fees

Annex IV – IUCN Booking guidelines

Annex V – Reporting templates

Annex VI - Documents to provide linked to French labour law obligations

Annex VII - Technical Proposal by Contractor

**PART 6 – ANNEXES**

[Annex I – Number of Members eligible for sponsorship by country](#)

[Annex II – Number of staff by country office](#)

Annex III – Customised report (excel)

Annex IV – [Proposer’s Declaration](#)

Annex V – IUCN Booking Guidelines (DRAFT)

Annex VI – Financial proposal template (excel)

**PART 7 – DEFINITIONS**

For the purposes of this Request for Proposal (RfP) the following definitions apply:

Bidder (same as Proposer)	Means an entity that submits, or is invited to submit, a Proposal in response to this Request for Proposals.
Contract	Means any contract or other legal commitment that results from this Request for Proposals.
Contractor	Means the entity that forms a Contract with IUCN for provision of the Requirement.
Instructions	Means the instructions and conditions set out in <a href="#">Part 1</a> of this Request for Proposals.
IUCN	Means IUCN, International Union for Conservation of Nature and Natural Resources.
IUCN Contact	Means the person IUCN has nominated to be used exclusively for contact regarding this Request for Proposals and the Contract.
Proposal	Means a written offer submitted in response to this Request for Proposals.
Proposer (same as Bidder)	Means an entity that submits, or is invited to submit, a Proposal in response to this Request for Proposals.
Requirement	Means the supply to be made by the Contractor to IUCN in accordance with <a href="#">Part 2</a> of the RfP.
RfP	Request for Proposals
Traveller(s)	Person(s) booking a ticket with the Travel Agency under this contract (“self-payer” or covered by IUCN)
Travel Agency	See Contractor



**Annex I – Number of Members eligible for sponsorship by country**

The maximum number of potentially Members per country of origin is 490 for the IUCN World Conservation Congress 2020. The actual number of sponsored Members depends on funding that will be secured. At the date of 01 May 2020, funding for 350 individuals is guaranteed (minimum). There will be some fluctuation in participant numbers between contract issuance and the Congress (estimate: 5%).

The travel dates for these Sponsored Members are for the large majority identical: arrival in Marseille on 06 January 2021, departure on 16 January 2021 from Marseille.

Country	N° of potentially eligible Members
<b>Asia</b>	<b>136</b>
Bangladesh	9
Cambodia	7
China	36
India	20
Indonesia	3
Korea, Democratic People's Republic of	1
Malaysia	4
Maldives	1
Myanmar	2
Nepal	19
Pakistan	18
Philippines	4
Sri Lanka	1
Thailand	5
Viet Nam	6
<b>Eastern and Southern Africa</b>	<b>63</b>
Botswana	3
Ethiopia	1
Kenya	7
Madagascar	5
Malawi	4
Mauritius	4
Mozambique	1
Namibia	7
Rwanda	3
South Africa	20
Tanzania, United Republic of	2
Uganda	5
Zimbabwe	1
<b>Eastern Europe and Central Asia</b>	<b>23</b>
Albania	3
Georgia	3
Kazakhstan	1

Country	N° of potentially eligible Members
Kosovo	1
Kyrgyzstan	1
Macedonia, Republic of	2
Montenegro	2
Russian Federation	5
Serbia	2
Tajikistan	1
Turkmenistan	1
Ukraine	1
<b>Europe</b>	<b>9</b>
Bulgaria	2
Romania	3
Turkey	4
<b>Mediterranean</b>	<b>18</b>
Egypt	3
Morocco	7
Tunisia	8
<b>Mexico, Central America and the Caribbean</b>	<b>67</b>
Belize	2
Costa Rica	13
Cuba	1
Dominican Republic	5
El Salvador	1
Guatemala	12
Honduras	5
Mexico	25
Nicaragua	2
Saint Lucia	1
<b>Oceania</b>	<b>7</b>
Cook Islands	1
Kiribati	1
Papua New Guinea	1
Samoa	1
Solomon Islands	1
Tonga	1
Vanuatu	1
<b>South America</b>	<b>73</b>

Country	N° of potentially eligible Members
Argentina	7
Bolivia	6
Brazil	12
Colombia	10
Ecuador	13
Paraguay	5
Peru	17
Suriname	1
Venezuela	2
<b>West and Central Africa</b>	<b>54</b>
Benin	8
Burkina Faso	4
Burundi	1
Côte d'Ivoire	2
Cabo Verde	1
Cameroon	10
Central African Republic	1
Congo, Republic of the	3
Congo, The Democratic Republic of the	2

Country	N° of potentially eligible Members
Democratic Republic of the Congo	4
Ghana	3
Guinea Bissau	1
Guinea-Bissau	1
Liberia	1
Mali	3
Mauritania	2
Nigeria	1
Senegal	5
Togo	1
<b>West Asia</b>	<b>40</b>
Iran, Islamic Republic of	2
Iraq	1
Jordan	21
Lebanon	10
Palestine, State of	5
Yemen	1
<b>Grand Total</b>	<b>490</b>

**Annex II – Number of staff by country office**

The below table indicates the number of IUCN Congress Staff as per 30 April 2020. The actual number of people per office can evolve between the issuance of the RfP and signing of the Contract (expected change rate: 10-15%). The travel dates for the IUCN Congress Staff are not 100% identical but the large majority will arrive in Marseille between 04 and 06 January 2021 and depart on 16 January 2021.

Staff from Geneva will travel to Marseille via train. The use of the Travel Agency for this will depend on the fee that is charged by the agency. Depending on the booking conditions and perks (group booking, advanced booking, etc.) offered by the Proposers, IUCN reserves the right to authorise passengers to book their train ticket independently.

<b>IUCN Country office</b>	<b>Number of IUCN Congress staff</b>
Bangkok, Thailand	5
Beijing, China	1
Beirut, Lebanon	1
Belgrade, Serbia	6
Bonn, Germany	4
Cambridge - UK	3
Colombo, Sri Lanka	2
Dakar, Senegal	1
Washington DC, USA	3
Gland, Switzerland	38
Hanoi, Vietnam	1
Islamabad, Pakistan	1
Karachi, Pakistan	2
Kathmandu, Nepal	2
Malaga, Spain	3
Nairobi, Kenya	3
New Delhi, India	1
Ouagadougou, Burkina Faso	5
Pretoria, South Africa	1
Quito, Ecuador	5
San José, Costa Rica	9
Suva, Fiji	9
Yaoundé, Cameroon	1
TBC	10
<b>Grand Total</b>	<b>117</b>