

Barcelona, 10th July 2023

Subject: CALL FOR TENDERS

Dear Tenderer,

We are pleased to publish an open call for '[TRAVEL AGENCY FOR UCLG](#) (service provide contract)' with **Ref. 04-2023**.

All the information related to the purchasing procedure is contained in Annexes 1 and 2. We kindly recommend you to read it carefully and follow the instructions contained in these documents.

UCLG is the World Organization representing local and regional governments and the contracting party in this tender will be the UCLG World Secretariat, based in Barcelona (Spain). The contract will be governed by Spanish law and the courts of Barcelona.

The principles of transparency, publication and dissemination, free access, equality, competition, economy and fairness will be respected by UCLG in this tender.

Yours sincerely,

Documents

attached:

- Annex 1: Terms of Reference
- Annex 2: Contractual Binding Conditions

UCLG WORLD SECRETARIAT



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ANNEX I

TERMS OF REFERENCE

I. Introduction

United Cities and Local Governments (UCLG) is the largest world organisation of local and regional governments (LRGs). Headquartered in Barcelona, UCLG's mission is "to be the united voice and world advocate of democratic local self-government, promoting its values, objectives and interests, through cooperation between local governments, and within the wider international community". Present in 140 of the 191 UN Member States in seven world regions, UCLG's members include over 1000 cities across 95 countries, as well as 112 Local and Regional Government Associations (LGAs and RGAs) –organisations that represent cities and local governments at national level within a given country and at continental level (through Regional Sections in each continent)–, meaning that UCLG represents almost every LGA in the world.

II. Objective of the contract

The subject of the contract is the provision of travel agency and other related services for travel missions (international and domestic) of UCLG (the Contracting Authority). The main services include the provision of transportation tickets, accommodation, travel insurance coverage, visa issuance assistance, transportation, support and assistance help desk services or other related services including technical assistance in implementation of its travel policy.

III. Scope and specification of the work

The services required include but are not limited to:

- Booking, issuing, changing and delivery of flight/train/boat tickets
- Booking, Managing of accommodation (hotel rooms)
- Other related Services (Booking of hire cars, Issuing visas, Travel insurance, etc.)
- An account manager, and in his absence, an accessible and locatable replacement Backup.
- An offline service team with permanent staff assigned to our and knowledgeable about our travel policy
- The team's traveler service hours will be Monday through Friday from 8:00 AM to 7:00 PM and a 24-hour support service for travelers

- Special management for group mission of 10 or more travelers: At least one person assigned to work with training logistics and events with the same hours as the offline team and their corresponding back-up, in case of his absence
- Request for schedules, reservations or emissions: Answer in 8 hours maximum
- Providing real-time travel information to travelers and assistance 24/7 on any disruptions related to travel, whether by air, train, public transport, etc. caused by strikes, demonstrations, weather conditions, etc.
- In the case of cancellation and/or modification of a mission, the Travel Agency will endeavor to minimize any penalties imposed to the Contracting Authority. Penalties or any additional charges attributed to a fault of the Travel Agency cannot be charged to the Contracting Authority
- Provide an annual report including statistics such as traveler, destination(country), airlines used, country, accommodations, number of nights per stay, etc.

All services cover both international and domestic locations.

The services should be available **on-line** (through web-based booking portal), **and off-line** (through e-mail and by phone-call).

The services shall be provided in accordance with the internal rules and regulations of the Contracting Authority.

According to the needs of the Contracting Authority, the agency can be called to deliver services in the premises of the institution, in Barcelona, or from a distance.

* Information regarding past services (2022)

To facilitate the tenderers an overview of the travel agency services, per category, requested by UCLG in 2022, we are providing the following information.

Number of Air Tickets	765
Number of Train Tickets	46
Number of Hotel room nights Reservation	428

IV. FINANCIAL TERMS

- Duration of contract: **48 Months** (August 2023 ~ July 2027)
- Budget: **Approximately 500,000€/Year**
- Nature of contract: **Fee-Based/unit prices**
 - * Annual budget could be more or less than the amount shown, depending on the internal budget and mission situation of the Contracting Authority.
- Sub-contracting: Sub-contracting is **NOT** allowed.

- Must have at least 5 years of business experience
- Must have at least 5 staffers currently working in the Agency in fields related to the proposed contract. The assignment to the Contracting Authority will be at least 2 current staffers
- Shall be an accredited IATA travel
- Shall be a certified user of any of the following global distribution systems: Galileo, Amadeus, Sabre, Gabriel or equivalent
- Shall all have a certificate from the relevant local authority for the field of travel management services (i.e., relevant authorization(s) from the official authorities of the country where it is established). These documents should give the necessary guarantee that the provider complies with the rules and that no litigation is ongoing. These authorisations have to remain valid for the complete duration of the contract.
- Staffers assigned to the Contract must be able to communicate in English, French, Spanish and Catalan. Other languages are additional.

ANNEX II

CONTRACTUAL BINDING CONDITIONS

Publication date:	10 th July 2023	Deadline for submitting tenders:	24 th July 2023 24:00 CET
Document:	Open call for ' TRAVEL AGENCY FOR UCLG '		
Name and address of the Contracting Authority:	ORGANIZACION MUNDIAL DE CIUDADES Y GOBIERNOS LOCALES UNIDOS (UCLG) Avinyó 15 08002 Barcelona (Spain) Tel: +34 933428750 e-mail: tender@uclg.org		
Short Description:	the provision of travel agency and other related services for travel missions (international and domestic) of UCLG staff <i>* More information included in Annex I</i>		
Contract type:	Service Provider Contract		
Duration of the contract:	48 Months (August 2023 ~ July 2027)		
Procedure type:	Open procedure		
Budget:	Approximately 500,000€/Year <i>* Annual budget could be more or less than the amount shown, depending on the internal budget and mission situation of the Contracting Authority.</i>		
Nature of contract:	Fee-Based/unit prices		
Language of the services and communication:	English, Spanish, French		
Language submission (preference)	English or Spanish or French		
Status:	Open		
Notification of award to the successful tenderer:	5 days after deadline for tenders		

- 1) The contractor is responsible for implementing the task entrusted to it in the Terms of Reference (see Annex 1)

- 2) Legal aspects:
 - UCLG may require information on the Tenderer to be in compliance with their obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of its country.
 - Following the notification of award, tenderer(s) to which the contract is to be awarded, must supply evidence about fiscal residence in its country.
 - The Tenderer and its staff must comply with human rights and undertake not to offend the political, cultural and religious mores of the country(ies) where the action is implemented. In particular, and in accordance with the applicable basic act, tenderers who have been awarded contracts must comply with core labour standards as applicable and as defined in the relevant International Labour Organisation conventions.
 - The Tenderer (including, in the case of a consortium of individuals, all individuals constituting it) must not owe any debt to the government or public authority.

- 3) **Drafting and content of the tender documents to be submitted by the tenderer. Tenderdocuments must contain the following provisions and information:**
 - Description of the Tenderer (Organization, Expert, Consultant, Company...) and persons having powers of representation, decision making or control.
 - Application form provided in the tender notice.
 - Technical offer according to Annex 1 requirements.
 - * It must include availability for all requirements to Annex 1
 - Documents proving eligibility for application
 - Financial offer including indirect tax if applicable. (Fees for each service provides must be included)
 - All the financial identification information including the financial identification number. In a later phase of the contract drafting, the bank account details must be provided to UCLG.
 - Statement from Fiscal and Social Security of the country proving no debts with Public Authorities.

- 4) The Tender set of documents need to be sent to UCLG no later than the date and time indicated at the deadline set up above by e-mail to: No tenders will be accepted beyond the submission date, except when otherwise informed on the web site.

- 5) In case additional information is required to submit the proposal, we kindly invite you to contact UCLG in the e-mail address. Only relevant questions in writing concerning clarifications of the Tender will be answered.
- 6) Tenderers are entitled to withdraw their offer at any time.
- 7) Tenderers will receive an automatic answer from the system informing of the reception of the Tender documents.
- 8) UCLG might request additional information of the proposal in case unclear concepts raised to UCLG. If this is the case, the tenderers whose submissions require clarification, will be asked to reply within a reasonable deadline set by the assessment team. If the tenderer submits a self-declaration/statement as documentary proof, the contracting authority reserves the right to ask for further documentary evidence.
- 9) If UCLG suspects that a candidate, tenderer or applicant does not comply with the rules, it must ask the candidate/tenderer/applicant to provide evidence demonstrating actual compliance with the applicable rules.
- 10) Evaluation Criteria: UCLG will take care that the awarded tenderer does not have a potential conflict of interest with the organization and will decide whether or not the submitted proposals:
 - Comply with the essential requirements of the tender dossier: technical, administrative and financial.
 - Satisfy the requirements set in the tender dossier
 - Contains the complete documentation
 - Language required by the tender dossier has been used

The selection criteria concern the tenderer's capacity to execute the contract. The successful tenderer will be the one submitting the least expensive tender classified as 'technically compliant' during the evaluation.

- 11) The tenders will be assessed according to the eligibility and the financial, economic, technical and professional capacity of the tenderers. Tenders will be compared and the contract awarded. The decision of who is the successful tenderer will be final.
- 12) Choice of contractor:

As a result of its deliberations, UCLG will decide on the following recommendations:

- Award the contract to the tenderer which has submitted the least expensive offer and complies with the formal, technical, administrative and financial requirements
- declare the Tender not awarded, if no applications comply sufficiently with the invitation criteria.

Once award of the contract the successful tenderer will be notified.

- 13)** Once the tenders have been analysed, they are compared and the successful tenderer is chosen. No negotiation is allowed.
- 14)** UCLG must ensure equal treatment of tenderers and keep the tenders confidential.
- 15)** UCLG may cancel the tender, if any of the following situations occurs:
- the tender procedure has been unsuccessful, i.e. no suitable, qualitatively or financially acceptable tender has been received or there is no valid response at all;
 - the economic or technical data of the project have fundamentally changed;
 - exceptional circumstances or a force majeure render normal performance of the contract impossible;
 - all technically acceptable tenders exceed the financial resources available;
 - there have been breach of obligations, irregularities or frauds in the procedure, in particular where these have prevented fair competition;
 - the award is not in compliance with sound financial management i.e. does not obey the principles of economy, efficiency and effectiveness (e.g. the price proposed by the tenderer to whom the contract is to be awarded bears no relation to the market price).

Tender Submission Form

for the procedure of "TRAVEL AGENCY FOR UCLG"

< 10th July 2023 >

1. Tender submitted by

1-1. Company or Organization

Name of legal entity	
Registered address	
Tax registration number	

1-2. Individual or consortium of multiple individuals

	Name of legal entity or entities submitting this application	TIN1	Nationality
Leader2			
Member 1			
Member 2			

¹ TAX identification number/National registration number

² Add / delete additional lines for consortium members as appropriate..



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2. Contact person

Name	
Address	
Telephone	
E-mail address	

3. Statement

I, _____, the undersigned, being the authorised signatory of the above tenderer (including all consortium members in the case of a consortium), hereby declare that we have examined and accept without reserve or restriction the entire content of the tender documentation for the above procurement procedure. We offer to provide the services requested in the tender documentation on the basis of our submitted financial offer and our technical offer. We also declare that we have no financial debts to the fiscal authorities, the Social Security Administration and other public administrations.

Financial offer	<i>As submitted</i>
Technical offer	<i>As submitted</i>
Submission of proof of not having financial debt	<i>YES (Name of relevant documents submitted) / NO</i>

Name	
Title	
Signature	
Date	

Signed on behalf of the candidate