



Global Procurement Support Section

REQUEST FOR INFORMATION (RFI)

This notice is placed by GPSS. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of Global Procurement Support Section. You are therefore requested to direct all queries regarding this RFI to Global Procurement Support Section using the fax number or e-mail address provided below.

Title of the RFI:

Provision of Travel Management Services for the Regional Service Centre, Entebbe

Date of this RFI: 8 March 2023**Closing Date for Receipt of RFI:** 28 March 2023**RFI Number:** RFIGPSS20936**Beneficiary Country/Territory:** Global**Commodity/Service category:** Travel Management Services**Address RFI response by fax or e-mail to the Attention of:** Chief, Global Procurement Support Section**Fax Number:****E-mail Address:** dos-pd-gpss@un.org; wambua.nzioki@un.org**UNSPSC Code:** 90121500**DESCRIPTION OF REQUIREMENTS**

The United Nations Regional Service Centre in Entebbe, Uganda (UN RSCE) seeks Request for Information from vendors accredited by the International Air Transport Association (IATA) for the provision of Travel Management Services for UN-managed travel.

Travel Management Services include, but are not limited to: ticketing for air, rail, bus and boat for official and personal travel; management of re-issuance, cancellations, voids, refunds, revalidations, and exchanges of issued tickets; provision of visa and entry information, airport transfers, and excess baggage vouchers; capacity for 24/7 support for travelers in cases of delays, cancellations, and other trip interruptions; support for VIP travel; the repatriation of human remains; meeting planning and participant management; fare quotations; acceptance to payment via central lodge card and/or invoice; and any other service typical of an IATA-accredited travel agency.

Itineraries and ticketing for air, rail, bus, and boat shall be in accordance with the UN's travel policy as outlined in the Official Travel Administrative Instruction (ST/AI/2013/3, as amended) for the travel of staff members and their recognized dependents, military and police personnel, consultants and contractors, and meeting participants.



SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

To respond to this RFI, please submit vendor information to dos-pd-gpss@un.org with a copy to wambua.nzioki@un.org

The potential vendors are requested to provide the following information and please provide responses to all questions below:

- a) Provide a narrative description or presentation on your company that includes: i) a brief history of your company, highlighting growth over the last five years (i.e., growth via mergers and acquisitions) and key industry innovations; ii) company structure, including operations in Africa; iii) staffing strength; iv) turnover rate over the last five years; v) services offered; vi) years in operation; and vii) air ticket values and transaction over the last 12 months divided by region.
- b) Do you operate an off-site staffed central support centre where tickets can be issued?
- c) If the answer to b) is yes, provide information on the location, staffing strength, and typical resources allotted to clients. Provide 2-3 examples of off-site travel support for clients in the past 5 years.
- d) If the answer to b) is no, is this something that is planned to be set up in the future or can be arranged through sub-contracting agreements?
- e) Do you have the capacity, either directly or through partner agencies, to ticket from the following locations: Central African Republic, Congo, Democratic Republic of Congo, Ethiopia, Gabon, Kenya, Libya, Mali, Morocco, Senegal, Somalia, South Sudan, Sudan, Tunisia, and Uganda?
- f) For the locations in e), do you have on-the-ground presence in those locations?
- g) For the locations in e), for the locations where you do not have a presence, would you be willing to establish a country or regional presence?
- h) Do you operate a 24/7 central emergency office for cases where travelers are delayed, have their flights canceled, need to rebook, or experience a trip interruption?
- i) If the answer to h) is yes, provide information on the location, staffing strength, and the countries covered by this office.
- j) If the answer to h) is no, is this something that is planned to be set up in the future or can be arranged through sub-contracting agreements?
- k) Do you use a mobile application for client travelers to manage/view their bookings? If yes, provide information on the application and screenshots.
- l) Do you use a mobile application or mobile communication application (i.e., WhatsApp) to communicate with client travelers? If yes, provide an example and screenshots of a typical interaction.
- m) Do you have experience in using a central lodge card for payment of air tickets? If yes, provide an example of the invoicing and reconciliation process.
- n) Do you have experience in the repatriation of human remains originating from Africa? If yes, provide 3



examples of such cases.

NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.ungm.org/Public/Notice>

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on <http://www.ungm.org>

Vendors interested in participating in a potential future solicitation process should submit the Vendor Response Form of this RFI electronically (through the link available on the next page) before the closing date set forth above.



VENDOR RESPONSE

NOTICE

- Companies can only participate in solicitations of the UN Secretariat after completing their registration (free of charge) at the United Nations Global Marketplace (www.ungm.org).
- Please verify that your company is registered under its **full legal** name on the United Nations Global Market Place (www.ungm.org) and that your application for registration as vendor has been submitted to the **UN Secretariat** in the same site, to be able to participate in any potential solicitation process as a result of this RFI.
- While companies can participate in solicitations after completion of registration at Basic Level, we strongly recommend all companies to register at least at **Level 1** under the United Nations Secretariat prior to participating in any solicitations.

PLEASE NOTE: You should submit your response to this RFI electronically at:

<https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=RFIGPSS20936>

In case you have difficulties submitting your response electronically, please contact dos-pd-gpss@un.org; wambua.nzioki@un.org directly for instructions.



RFI INSTRUCTIONS

1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace (www.ungm.org) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

Prerequisites for Eligibility

In order to be eligible for UN registration, you must declare that:

- A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
 - I. the Compendium of United Nations Security Council Sanctions Lists (<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>), or
 - II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.
- B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);
- C. Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;
- D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;
- E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).
- F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

For Registered Vendors: Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

For Vendors Interested in Registration: Vendors not yet registered should apply for registration on the United Nations Global Marketplace (<http://www.ungm.org>); information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>. Vendors must complete the registration process prior to the closing date of the RFI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the RFI are not considered eligible to participate in the potential solicitation process related to the RFI. We strongly recommend all companies to register at least at Level 1 under the UN Secretariat prior to participating in any solicitations.

IMPORTANT NOTICE: Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

2) RFI Process

Vendors interested in participating in the potential solicitation process should forward their information (as requested in the RFI) to Global Procurement Support Section (GPSS) by the closing date set forth in this RFI. *Due to the high volume of communications GPSS is not in a position to issue confirmation of receipt of RFIs.*

Please note that no further details of the potential solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This RFI is issued subject to the conditions contained in the RFI introductory page available at <https://www.un.org/Depts/ptd/rfi>.

