



United Nations Economic Commission for Latin America and the Caribbean

REQUEST FOR INFORMATION (RFI)

This notice is placed by UNECLAC. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of United Nations Economic Commission for Latin America and the Caribbean. You are therefore requested to direct all queries regarding this RFI to United Nations Economic Commission for Latin America and the Caribbean using the fax number or e-mail address provided below.

Title of the RFI:

PROVISION OF TRAVEL MANAGEMENT SERVICES FOR LATIN AMERICA AND THE CARIBBEAN

Date of this RFI: 5 June 2023**Closing Date for Receipt of RFI:** 30 June 2023**RFI Number:** RFIUNECLAC21319**Beneficiary Country/Territory:** Chile**Commodity/Service category:** Travel Management Services**Address RFI response by fax or e-mail to the Attention of:** Militza Buitrago**Fax Number:** N/A**E-mail Address:** militza.buitrago@un.org; ordonez3@un.org**UNSPSC Code:** 90121500

DESCRIPTION OF REQUIREMENTS

SPANISH VERSION BELOW/ VERSIÓN EN ESPAÑOL A CONTINUACION/

The United Nations Economic Commission for Latin America and the Caribbean, located in Santiago, Chile (UN ECLAC) 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 airline reservations and ticketing revalidation / re-routing/ reissuance, quotes, reconfirmation, processing refunds and cancellations, and preparation of suitable itineraries (including alternative routings, departures and arrivals) at lowest cost and in compliance with the Organization's policy, rail bookings, provision of professional and responsive advice to travelers in relation to all afford mentioned services.

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

Submissions must be e-mailed to militza.buitrago@un.org and ordonez3@un.org on or before the deadline date indicated in the system.



SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

a) Provide a narrative description or presentation on your company that includes:

- i) a brief history of your company, type of 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 Latin America and the Caribbean
- iii) staffing strength;
- iv) turnover rate over the last five years (please segregate yearly in USD);
- v) services offered;
- vi) years in operation; and
- vii) air ticket values issued and transactions executed 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: Cuba, Central America and the Caribbean?

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) Can you provide an Online Booking Tool? If yes, please indicate which and provide information on the tool and screenshots.

o) Can you purchase tickets directly from airline websites? If your answer is yes but are not able to purchase from all airlines, please indicate which you do not have access to do this.

p) Can you provide tickets from low-cost airlines? If yes, please indicate which.

q) Can you provide tickets from small airlines which operate in the Caribbean? If your answer is yes, please indicate which.

r) Can you provide GDS access and training to your clients?

s) Do you have any policy that ensure data protection and security? If yes, please explain.

t) Do you have any policy that promote equality, diversity and ethics in the workplace?. If yes, please explain.

u) Do you have any policy that promote enviromental sustainability, and social responsibility at corporate level? If yes, please explain.

VERSIÓN EN ESPAÑOL /SPANISH VERSION

La Comisión Económica para América Latina y el Caribe de las Naciones Unidas, con sede en Santiago de Chile (UN CEPAL) solicita Solicitud de Información de proveedores acreditados por la Asociación de Transporte Aéreo Internacional (IATA) para la prestación de Servicios de Gestión de Viajes para viajes gestionados por la ONU. Los Servicios de gestión de viajes incluyen reservaciones de aerolíneas y revalidación/cambio de ruta/reemisión de boletos, cotizaciones, reconfirmación, procesamiento de reembolsos y cancelaciones, y preparación de itinerarios adecuados (incluidas rutas alternativas, salidas y llegadas) al costo más bajo y de conformidad con la política de la Organización, reservas de trenes, prestación de asesoramiento profesional y receptivo a los viajeros en relación con todos los servicios mencionados.

Para responder a esta RFI, envíe las informacion solicitada en el cuestionario via e-mail a militza.buitrago@un.org con copia a ordonez3@un.org el dia o antes de la fecha limite indicada en el sistema.

Se solicita a los proveedores potenciales que proporcionen la siguiente información y respondan a todas las preguntas a continuación:

a) Proporcionar una descripción narrativa o presentación sobre su empresa que incluya:

i) breve historia de su empresa, tipo de compañía, destacando el crecimiento durante los últimos cinco años (es decir, el crecimiento a través de fusiones y adquisiciones) y las innovaciones clave de la industria;



- ii) estructura de la empresa, incluidas las operaciones en América Latina y el Caribe
 - iii) numero de personal;
 - iv) tasa de ventas de los últimos cinco años; (por favor segregar por año en USD)
 - v) servicios ofrecidos;
 - vi) años de funcionamiento; y
 - vii) valores de boletos aéreos emitidos y transacciones realizadas en los últimos 12 meses divididos por región.
- b) ¿Opera un centro de soporte central con personal off-site donde se pueden emitir boletos?
- c) Si la respuesta a b) es afirmativa, proporcione información sobre la ubicación, la dotación de personal y los recursos típicos asignados a los clientes. Proporcione 2-3 ejemplos de soporte de viaje off-site para clientes en los últimos 5 años.
- d) Si la respuesta a b) es negativa, ¿se trata de algo que se planea establecer en el futuro o se puede arreglar a través de acuerdos de subcontratación?
- e) ¿Tiene la capacidad, ya sea directamente o a través de agencias asociadas, para emitir boletos hacia y desde las siguientes ubicaciones: Cuba, America Central y el Caribe?
- f) Para las ubicaciones en e), ¿tiene presencia en el terreno en esas ubicaciones?
- g) Para las ubicaciones en e), si no tiene presencia, ¿estaría dispuesto a establecer una presencia nacional o regional?
- h) ¿Opera una oficina central de emergencias las 24 horas del día, los 7 días de la semana para los casos en que a los pasajeros les retrasan o cancelan sus vuelos, necesiten volver a reservar o experimentan una interrupción del viaje?
- i) Si la respuesta a h) es afirmativa, proporcione información sobre la ubicación, la dotación de personal y los países que cubre esta oficina.
- j) Si la respuesta a h) es negativa, ¿se trata de algo que se planea establecer en el futuro o se puede arreglar a través de acuerdos de subcontratación?
- k) ¿Utiliza una aplicación móvil para que los pasajeros gestionen/consulten sus reservas? En caso afirmativo, proporcione información sobre la aplicación y capturas de pantalla.
- l) ¿Utiliza una aplicación móvil o una aplicación de comunicación móvil (por ejemplo, WhatsApp) para comunicarse con los pasajeros? En caso afirmativo, proporcione un ejemplo y capturas de pantalla de una interacción típica.
- m) ¿Tiene experiencia en el uso de una “central lodge card” para el pago de boletos aéreos? En caso afirmativo, proporcione un ejemplo del proceso de facturación y conciliación.
- n) ¿Puede proporcionar un “Online Booking Tool” (herramienta de reserva en línea)? En caso afirmativo, indique cuál y proporcione información sobre la herramienta y las capturas de pantalla.
- o) ¿Se pueden comprar boletos directamente desde los sitios web de las aerolíneas? Si su respuesta es afirmativa pero no puede comprar en todas las aerolíneas, indique a cuál no tiene acceso para hacerlo.
- p) ¿Puede proporcionar boletos de aerolíneas de bajo costo? En caso afirmativo, indique cuales.
- q) ¿Puede proporcionar boletos de aerolíneas pequeñas que operan en el Caribe? Si su respuesta es



afirmativa, indique cuales.

r) ¿Puede proporcionar acceso y entrenamiento para el uso de GDS a sus clientes?

s) ¿Cuenta con alguna política que garantice la protección y seguridad de los datos? En caso afirmativo, explíquelo por favor.

t) ¿Tiene alguna política que promueva la igualdad, la diversidad y la ética en el trabajo?. En caso afirmativo, explíquelo por favor.

u) ¿Cuenta con alguna política que promueva la sustentabilidad ambiental y la responsabilidad social a nivel corporativo? En caso afirmativo, explíquelo por favor

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=RFIUNECLAC21319>

In case you have difficulties submitting your response electronically, please contact militza.buitrago@un.org; ordonez3@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 United Nations Economic Commission for Latin America and the Caribbean (UNECLAC) by the closing date set forth in this RFI. *Due to the high volume of communications UNECLAC 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>.



