

## INTERNATIONAL DEVELOPMENT LAW ORGANIZATION INVITATION TO BID

Reference: ITB N\_175-2024/UKR/ITB

Date: **October 25, 2024**

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly invites your Company/Organization to submit a Bid for **Procurement Of Travel Agency Services to be provided on the basis of the Framework Agreement**. The full requirement is described in Annex C.

We also request that your Bid is submitted using the format specifically detailed in Annex D, E and F.

Bids submitted by email must be limited to a maximum of **10MB**, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Bids shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Bid, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Bid, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Invitation to Bid (ITB).

By submitting a Bid in response to this information, Bidders are confirming acceptance of IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct in full and; Payment Policy where payment is made within 30 days after delivery of service on presentation of complete and correct invoice.

This ITB consists of the following Annexes. Please be guided by these in preparing your Bid:

a.	Instructions to Bidders	Annex A
b.	Preliminary Screening Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Bid Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Price Schedule	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

For any questions/clarifications related to this ITB before Deadline for Submissions of Bid, please contact IDLO on [tenders@idlo.int](mailto:tenders@idlo.int) and mention **Clarification ITB N\_175-2024/UKR/ITB** in the subject section of your email.

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Deadline for Submission of Proposals:  
On or before **Date: November 12, 2024**  
**Time: 15:00 hours Rome, Italy local time.**

Thank you and we look forward to receiving your Bid.

Sincerely yours,  
International Development Law Organization | IDLO  
Ukraine County Office

**ANNEX A  
INSTRUCTIONS TO BIDDERS**

1. General Considerations	<p>In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Bid	<p>The Bidder shall bear all costs associated with the preparation and submission of the Bid.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Bid	<p>Bids shall be nominated exclusively in <b>UAH</b>.</p> <p><i>Note: Local Suppliers must comply with any applicable laws regarding doing business in other currencies</i></p>
4. Language of the Bid	<p>The bid is executed in both English and Ukrainian. In case of a discrepancy, the English version shall be treated as authoritative.</p> <p>While the Bidder may choose to respond to the Bid in Ukrainian, IDLO's correspondence, documents and Contract relating to the Bid shall be written in the English language.</p>
5. Deadline for Submissions of Bid	<p>The Bid shall be addressed to IDLO on or before  <b>Date: November 12, 2023</b>  <b>Time: 15:00 hours Rome, Italy local time.</b></p> <p><i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i></p>
6. Delivery Term and Place	<p>Services shall be delivered within the agreed delivery days after issuance of Work Order from IDLO.</p>
7. Customs clearance, if needed, shall be done by:	<p><input checked="" type="checkbox"/> <b>N/A</b></p>
8. Special Packing Requirement or Temperature Control	<p><input checked="" type="checkbox"/> <b>N/A</b></p>
9. Documents comprising the Bid	<p>The Bid shall comprise the following components:</p> <ol style="list-style-type: none"> <li>1. Bid Submission Form (see Annex D);</li> <li>2. Bidder Information Form (see Annex E)</li> <li>3. Price Schedule (Annex F)</li> </ol>

10. Contents of solicitation documents	The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Bid.
11. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this ITB may contact IDLO by email on <a href="mailto:tenders@idlo.int">tenders@idlo.int</a> no later than 72 hours prior to the deadline for submission of Bids.</p> <p>Please mention <b>Clarification ITB N_175-2024/UKR/ITB</b> in the subject section of your email.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
12. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Bids IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Bids.</p>
13. Format, signing, sealing, marking and submission of Bids	<p>The Bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Bid.</p> <p>The Bid must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Bid shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initiated by the person or persons signing the Bid.</p> <p>Before the stipulated deadline, the Bidder shall send one email to the following e-mail address:  <a href="mailto:tenders@idlo.int">tenders@idlo.int</a>  with the Subject: <b>"Submission for ITB N_175-2024/UKR/ITB"</b></p>

14. Joint Venture, Consortium, or Association

If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.

After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.

The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one bid.

The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to eligibility and qualification assessment by IDLO.

A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:

- a) Those that were undertaken together by the JV, Consortium or Association; and
- b) Those that were undertaken by the individual entities of the JV, Consortium or Association.

Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.

The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or

	Association shall be subject to eligibility and qualification assessment by IDLO.
15. Only One Bid	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ol style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this ITB; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this ITB process;</li> <li>e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder;</li> <li>f) or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</li> </ol>
16. Late Bids	Any Bid received by IDLO after the deadline for submission of Bids, pursuant to clause <i>Deadline for the submission of Bid</i> , will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Bid was sent by email but was not properly received due to issues in IDLO mailing system.
17. Validity Period of Bids	All Bids will be valid for <b>90 days</b> from the deadline for submission of Bids. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Bid beyond what has been initially indicated in this ITB. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Bid. The Bidders may choose not to extend the validity period of the Bid upon request of IDLO.
18. Modification and withdrawal of Bids	<p>The Bidder may modify/withdraw its Bid after the Bid's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Bids.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause <i>Deadline for Submission of Bids</i>.</p> <p>No Bid may be modified nor withdrawn after the deadline for submission of Bids.</p>

	No Bid may be modified/withdrawn in the Interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder in the Bid Submission Form.
19. Amendment of the Bid	<p>At any time prior to the deadline of Bid submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
20. Bidders' conference	<input checked="" type="checkbox"/> N/A
21. Right to accept, reject, or render non-responsive any or all Bids	IDLO reserves the right to accept or reject any Bid, to render any or all of the Bids as non-responsive, and to annul the solicitation process and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
22. Clarification of Bids	To assist in the examination, evaluation and comparison of Bids, IDLO may at its discretion ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing and no change in price or substance of the Bid shall be sought, offered or permitted.
23. Evaluation of Eligibility and Qualification	<p>In general terms, Bidders that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>a) They are not included in IDLO Sanctions lists (EU, US, UN);</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with IDLO General Terms and Conditions of Contract and IDLO Supplier Code of Conduct;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
24. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Bid is still valid.

25. Preliminary Screening	IDLO will screen the Bids' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Bid is generally in order.
26. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Bid will be rejected.
27. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
28. Responsiveness of Bid	<p>IDLO will determine the substantial responsiveness of each Bid to the ITB. For purposes of this Clause, a substantially responsive Bid is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Bid's responsiveness is based on the contents of the Bid itself without recourse to extrinsic evidence.</p>
29. Evaluation of Bid	All eligible Bids are assessed whether they are compliant, i.e., meet or exceed the specifications of the ITB
30. Right to Vary Requirements at the time of the Award	<input checked="" type="checkbox"/> <b>N/A for Framework Agreement</b>



31. Contract Award	Contract Award shall be granted according to: a) Full submission of relevant documentation as per Preliminary Screening Criteria (Annex B); b) Full submission of Bid Submission Form (Annex D) signed and stamped; c) Full submission of Bidder Information Form (Annex E); d) Full submission of Price Schedule (Annex F) signed and stamped; e) Lowest priced, most technically acceptable/compliant offer;
32. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Bids.
33. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future bids for IDLO procurement opportunities. The content of other bids and how they compare to the Bidder's submission will not be discussed.
34. Payment Terms	IDLO will make payment within <b>30 days</b> after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
35. General Terms and Conditions and Supplier Code of Conduct	Any Contract or Purchase Order that will be signed as a result of this ITB shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H.  The mere act of submission of a Bid implies that the Bidder accepts both Annexes in full.
36. Liquidated Damages	<input checked="" type="checkbox"/> <b>Yes - For late delivery of <u>Services</u>, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.</b>  <b>If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day of delay in the provision and completion of the Services.</b>
37. Partial Bid	<input checked="" type="checkbox"/> <b>Not permitted (All or Nothing)</b>

**ANNEX B  
PRELIMINARY SCREENING CRITERIA**

**A. MINIMUM ELIGIBILITY CRITERIA**

Subject	Criteria	Document Submission Requirement
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity.	Certificate of Incorporation/Registration
<b>Tax Revenue</b>	Vendor is registered with pertinent country's revenue authority.	Valid Tax Compliance Certificate
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB Annex A Clause 23.	Self-Attestation Letter
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Self-Attestation Letter
<b>Bankruptcy</b>	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Self-Attestation Letter
<b>Companies Profile &amp; Certificates and Licenses</b>	<ul style="list-style-type: none"> <li>• Information on the company</li> <li>• IATA accreditation</li> <li>• Appropriate license and software for processing travel reservation and ticket issuance (Amadeus, Galileo, etc.)</li> <li>• Other Travel Agent certifications, memberships and partnerships (if any)</li> </ul>	<ul style="list-style-type: none"> <li>• Company profile on its activities &amp; services provision as well as the weblink (if available) attesting compliance with Technical Specifications (Annex C) ;</li> <li>• Proof of IATA accreditation;</li> <li>• Evidence of other requested licenses/software/certification;</li> <li>• CV of the designated travel experts.</li> </ul>

**B. QUALIFICATION CRITERIA**

QUALIFICATION		
<b>Previous Experience</b>	Minimum three (3) years of the working experience in providing travel agency services and handling the number of travel	Minimum two (2) reference Letters from prior Clients (Inter-Governmental/National/International



	<p>arrangements: such as train/bus/flight tickets purchase/hotel bookings in and outside Ukraine.</p>	<p>Organizations or Foreign Diplomatic Missions in Ukraine with contactable domain email addresses for verification)</p>
	<p>Minimum two (2) contracts of similar value, nature and complexity implemented over the last two (2) years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	<p>Copies of two (2) Contracts / Purchase Orders as evidence of the firm experience in delivering similar services</p>
<b>Financial Standing</b>	<p>Minimum average annual turnover of EUR 3,000.00 for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p> <p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability by submitting an audited financial statement (balance sheets, including all related notes, and income statements) for the last 3 years</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	<p>Audited Financial Statements or Bank Statements the past three (3) years</p>

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**ANNEX C**  
**TERMS OF REFERENCE / TECHNICAL SPECIFICATIONS**  
**FOR PROCUREMENT OF TRAVEL AGENCY SERVICES IN UKRAINE**

**A. About IDLO**

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties.

IDLO has its Headquarters in Rome, a Branch Office in The Hague, and Liaison Offices for the United Nations in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

**B. Background**

IDLO aims to provide technical support efficiently, effectively, with accountability and transparency, and as such, the IDLO office in Ukraine is seeking qualified Service Providers to establish a Framework Agreement with a travel agency capable of providing the services and handling the number of travel arrangements - mainly train/bus/flight tickets within / to / from Ukraine, etc.

The purpose of this procurement is to provide reliable Travel Agency Services (handling travel arrangements) for the IDLO Ukraine Country Office to enable to fulfill its mission and to ensure that IDLO staff members and experts on official business trips get to a place of the destination in the most effective and safest way. The IDLO Ukraine Country Office shall select a travel agency (company) for travel arrangements through a transparent and rigorous procurement process pursuant to the IDLO Procurement Policies and Procedures.

Based on the Framework Agreement the Service is expected to be provided on a "need basis". The need of the travel agency services required will be identified by placing a Work Order on a "need basis".

**C. Condition of Contract and Expected Output**

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IDLO is looking to establish one or several Framework Agreement(s) with able and qualified Suppliers. A Framework Agreement is a type of agreement with its terms and conditions under which procurement of goods or services can be effected over a specified period, but which places no obligation on IDLO to order any minimum or maximum quantity. All terms and conditions, including the prices, will remain unchanged during the period of the Framework Agreement(s).

After entering into a Framework Agreement, IDLO shall place order on a “need basis”.

The confirmed award shall be in the form of a duly authorized Work Order. The Work Order is IDLO's commitment against Framework Agreements. The Work Order will provide information on the passengers, route of travel, travel destinations, date and time. The Work Order will also confirm the unit price, lifted directly from the Framework Agreement. Additional logistical details may also be included.

The Contractor shall be ready to provide the services at any time during which the Framework Agreement is valid.

This ITB is for **the Framework Agreement for the Procurement of Travel Agency Services**.

#### **D. INSTITUTIONAL ARRANGEMENT**

The IDLO Point of Contact will liaise/interact/collaborate with the Contractor prior, during and after the travel to ensure the Contractor receives the travel details on time and completes the performance of the required services.

IDLO POC will notify the Contractor two (2) calendar days in advance at minimum, by means of a Work Order to as IDLO's commitment against Framework Agreement. The Travel Agent should be able to provide services in an effective, flexible and appropriate manner.

#### **E. DURATION OF THE WORK**

The duration for Framework Agreement(s) is (are) 12 months with an option to extend at the same price, terms, and conditions for a second 12-month period subject to satisfactory performance and agreement by both parties.

#### **F. WORK LOCATION**

The services will be provided from the contractor's premises.

It is foreseen that the Travel Agency Services (travel arrangements) will be provided within / to / from Ukraine . Anticipated travel arrangements include but are not limited to be provided for the travels in Ukraine or to / from Ukraine. Destinations will be identified on a "**need base**" and indicated to the Contractor.

The Contractor will be required to report on completed travel arrangements through the Act of Services rendered. The services performed (tickets purchase, hotel bookings, etc.) should be documented in the Act of Services rendered.

#### **G. SCOPE OF WORK AND REQUIREMENTS TO THE CONTRACTOR**

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More particularly, provision of the following services is required (mandatory requirements).

1. Booking/registration/purchase/change/return of **air tickets** for all destinations:

- Itineraries shall be presented with minimum two itinerary options indicating the times of departure/arrival, a price quotation including fare + taxes and the deadline for issuing the ticket.
- Reservations are to be kept on hold for the period the airlines are offering.
- The use of E-tickets shall be standard whenever feasible. Ensure that 100% of all e-ticketed documents are delivered at **maximum 24 hours** following notification of approved travel authorization, unless otherwise instructed by IDLO or unless travel occurs within that timeframe.
- Schedule Changes: Promptly notify the IDLO Point of Contact of any schedule changes which may interfere with the travel arrangements (airport closings or strikes, cancelled flights or others).

2. Booking/purchase/change/return of **train tickets** within / to / from Ukraine and Europe (e.g. Poland):

- Itineraries shall be presented with minimum two itinerary options indicating the times of departure/arrival.
- The use of E-tickets shall be standard whenever feasible. Ensure that 100% of all e-ticketed documents are delivered at **maximum 24 hours** following notification of approved travel authorization, unless otherwise instructed by IDLO or unless travel occurs within that timeframe.
- Schedule Changes: Promptly notify the IDLO Point of Contact of any schedule changes which may interfere with the travel arrangements (cancelled trains or others).

3. Booking /purchase/change/return of **bus tickets** within / to / from Ukraine and Europe (e.g. Poland):

- Itineraries shall be presented with minimum two itinerary options indicating the times of departure/arrival.
- The use of E-tickets shall be standard whenever feasible. Ensure that 100% of all e-ticketed documents are delivered at **maximum 24 hours** following notification of approved travel authorization, unless otherwise instructed by IDLO or unless travel occurs within that timeframe.
- Schedule Changes: Promptly notify the IDLO Point of Contact of any schedule changes which may interfere with the travel arrangements (cancelled buses or others).

4. Reservation and sale of **hotel rooms** in Ukraine and other countries of the world:

- the Travel Agency shall provide several options of the hotels considering IDLO's requirements on hotel rates. The Company shall apply lowest available rate.
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- provide hotel itinerary including arrival dates, confirmation number, rate secured, guaranteed reservation information, time limit required for cancellation, contact addresses/phone numbers.

#### 4. Booking Passenger Transfer (**multivan**, e.g. Vokswagen Crafter):

- the Travel Agency shall provide the provision of booking passenger transfer within the city / the country (Ukraine) or to/from/within neighbouring countries (e.g. Poland) . For example: there might be a need to book passenger transfer from the hotel to another location within the city (any city in Ukraine) for up to 15-20 persons or to book passenger transfer from one city to another (within Ukraine) or to book the same type of the passenger transfer in /from /to neighbouring countries (e.g. Poland)
- In case of such a need the Travel Agency should provide the details on the passenger transportation service company that will perform the travel. IDLO may request the Travel Agency for additional information on multivan, drivers, etc.
- The Travel Agent should provide car rental documents including pick-up and drop-down location, rate booked, class of vehicle, confirmation number.

**Note:** in case the transfer cost is paid directly by the passenger, the passenger transportation company should provide a receipt with the travel dates/route/cost signed by the driver or authorised person. The receipt should be provided to the passenger immediately after the travel. In this case, the travel agency issues an invoice to IDLO with the service fee taken for booking passenger transfer.

#### 5. Booking Passenger Transfer (**taxi/minivan**)

the Travel Agency shall provide the provision of booking passenger transfer within the city / the country (Ukraine) or to/from/within neighbouring countries (e.g. Poland) .

- In case of such a need the Travel Agency should provide the details on the passenger transportation service company that will perform the travel. IDLO may request the Travel Agency for additional information on cars / minivans, drivers, etc.
- Provide car rental documents including pick-up and drop-down location, rate booked, class of vehicle, confirmation number.

**Note:** in case the transfer cost is paid directly by the passenger, the passenger transportation company should provide a receipt with the travel dates/route/cost signed by the driver or authorised person. The receipt should be provided to the passenger immediately after the travel. In this case, the travel agency issues an invoice to IDLO with the service fee taken for booking passenger transfer.

#### 6. Arranging a Travel Insurance Policy for the international travellers visiting Ukraine and for Residents of Ukraine visiting Europe.

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- the Travel Agency shall provide several options of the insurance company and the travel insurance conditions/costs considering IDLO's request.

## H. Qualifications of the Successful Contractor

### Minimum Qualification and Experience of the Contractor:

1. Be officially registered with the relevant authorities in Ukraine as a legal entity.
2. The Contractor is expected to have a minimum of 3 years of relevant experience in providing travel agency servicing – mainly handling travel arrangements.
3. Deliver travel services through highly professional travel staff with a high level of client orientation.

## I. Scope of Tender Price and Schedule of Payments

This ITB is for **the Travel Agency Services** in line with the following specifications.

In line with the deliverables set forth in Annex C, IDLO shall compensate the Contractor the Service Fee in the amount established in the Contract for performing the travel arrangements as well as the cost of ticket / hotel / transfer price (if applicable) and payable under conditions of Article 6 of the General Terms and Conditions. The payment is made by bank transfer within 30 days after satisfactory receipt of the Services by IDLO and upon receipt of the complete and correct invoice as well as Act of the rendered Services by Contractor.

### Note:

- The Contractor is responsible for the pre-payment of all tickets which will be reimbursed as mentioned above.
- The Contractor is responsible to provide the service fee separately (in the invoice) from the initial ticket / hotel cost /transfer cost, etc.
- In order to confirm the fact of the provision of the Services by the Contractor in their entirety, the Parties will sign an appropriate Act of the Services rendered, which shall prove the provision of the stated Services by the Contractor.



Lots	Item Name	Unit Measure
1	Service fee for purchase of <b>air tickets</b> (flights within the territory of Ukraine / Europe / International flights)	Service fee per ticket
2	Service fee for the change / return of the <b>air ticket</b>	Service fee per ticket
3	Service fee for purchase of <b>train tickets</b> (train journeys within the territory of Ukraine / Europe )	Service fee per ticket
4	Service fee for the change / return of the <b>train ticket</b>	Service fee per ticket
5	Service fee for purchase of <b>bus tickets</b> (bus journeys within the territory of Ukraine / Europe )	Service fee per ticket
6	Service fee for the change / return of the <b>bus ticket</b>	Service fee per ticket
7	Service fee for the hotel booking <b>in Ukraine</b>	Service fee per room booking
8	Service fee for the hotel booking <b>outside Ukraine</b>	Service fee per room booking
9	Service fee for booking of the passenger transfer ( <b>multivan</b> to fit 15-20 persons) <b>in Ukraine</b>	Service fee per booking
10	Service fee for booking of the passenger transfer ( <b>multivan</b> to fit 15-20 persons) <b>in neighboring countries (e.g. Poland)</b>	Service fee per booking
11	Service fee for booking of the passenger transfer ( <b>taxi / minivan</b> to fit 4 persons) <b>in Ukraine</b>	Service fee per booking
12	Service fee for booking of the passenger transfer ( <b>taxi / minivan</b> to fit 4 persons) <b>in neighboring countries (e.g. Poland)</b>	Service fee per booking
13	Service fee for arranging a travel insurance policy for travels <b>to Ukraine</b>	Service fee per booking
14	Service fee for arranging a travel insurance policy for travels <b>to Europe</b>	Service fee per booking

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**ANNEX D  
BID SUBMISSION FORM**

**This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)**

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide [Services] for [AS INDICATED IN ANNEX F] as may be ascertained in accordance with the Price Schedule (Annex F) attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Bid for a period of 90 days from the date fixed for opening of Bids in the Invitation to Bid, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Bid you may receive.

Company/Organization: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: **Select date**

Signature: \_\_\_\_\_

*Duly authorized to sign this Bid*

**ANNEX E  
BIDDER INFORMATION FORM**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	N_175-2024/UKR/ITB		
Legal name of Bidder	[Complete]		
Legal address	[Complete]		
Year of registration	[Complete]		
Bidder's Authorized Representative Information	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Are you an IDLO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert IDLO vendor number]		
Countries of operation	[Complete]		
No. of full-time employees	[Complete]		
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]		
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]		
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Please attach the following documents: [As per Annex B - Preliminary Screening Criteria]	<ul style="list-style-type: none"> <li>▪ Valid business registration and tax certificates;</li> <li>▪ Company profile on its activities &amp; services provision as well as the weblink (if available) attesting compliance with Technical Specifications (Annex C);</li> <li>▪ Proof of IATA accreditation;</li> <li>▪ Evidence of other requested licenses/software/certification</li> <li>▪ CV of the designated travel experts;</li> <li>▪ Copies of two (2) contracts and Reference Letters as evidence of providing the travel agency service;</li> <li>▪ Audited financial statements (balance sheets, including all related notes, and income statements) and/or bank statements for the last 3 years;</li> <li>▪ Three Self-Attestation Letters on Eligibility, Litigation History, Bankruptcy (see Annex B for details).</li> </ul>		

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## ANNEX F PRICE SCHEDULE

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

IDLO is registered in Ukraine as an implementer of international technical assistance project and is free of VAT obligations. This means that the price in the quotation must be indicated without VAT and any invoice submitted in the future must include the phrase «**No VAT**».

**Table 1: Offer to Supply Services Compliant with Technical Specifications and Requirements**

Lot	Item Name	Description	Unit of Measure	Quantity	Compliance with Technical Specifications in Annex B	Unit rate in UAH
1.	Service fee for purchase of <b>air tickets</b> (flights within the territory of <b>Ukraine / Europe / International flights</b> )	As per Annex C	<b>Service fee per ticket</b>	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	
2.	Service fee for the change / return of the <b>air ticket</b>	As per Annex C	<b>Service fee per ticket</b>	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	
3.	Service fee for purchase of <b>train tickets</b> (train journeys <b>within the territory of Ukraine / Europe</b> )	As per Annex C	<b>Service fee per ticket</b>	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	
4.	Service fee for the change / return of the <b>train ticket</b>	As per Annex C	<b>Service fee per ticket</b>	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	
5.	Service fee for purchase of <b>bus tickets</b> (train journeys <b>within the territory of Ukraine / Europe</b> )	As per Annex C	<b>Service fee per ticket</b>	1	Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	
6.	Service fee for the change / return of the <b>bus ticket</b>	As per Annex C	<b>Service fee per ticket</b>	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	

Lot	Item Name	Description	Unit of Measure	Quantity	Compliance with Technical Specifications in Annex B	Unit rate in UAH
7.	Service fee for the hotel booking in Ukraine	As per Annex C	Service fee per booking	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	
8.	Service fee for the hotel booking outside Ukraine	As per Annex C	Service fee per booking	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	
9.	Service fee for booking of the passenger transfer (multivan up to 15-20 persons) in Ukraine	As per Annex C	Service fee per booking	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	
10.	Service fee for booking of the passenger transfer (multivan up to 15-20 persons) in neighbouring countries (e.g. Poland)	As per Annex C	Service fee per booking	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	
11.	Service fee for booking of the passenger transfer (taxi / minivan up to 4 persons) in Ukraine	As per Annex C	Service fee per booking	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	
12.	Service fee for booking of the passenger transfer (taxi / minivan up to 4 persons) in neighbouring countries (e.g. Poland)	As per Annex C	Service fee per booking	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	

Lot	Item Name	Description	Unit of Measure	Quantity	Compliance with Technical Specifications in Annex B	Unit rate in UAH
13.	Service fee for arranging a travel insurance policy for travels to <b>Ukraine</b>	As per Annex C	<b>Service fee per booking</b>	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	
14.	Service fee for arranging a travel insurance policy for travels to <b>Europe</b>	As per Annex C	<b>Service fee per booking</b>	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)	

<p><b>Name, position and signature of the Bidder</b></p> <hr/> <p><i>Duly authorised to sign this Bid</i></p> <p><b>Date:</b></p>	<p><b>Bidder's Stamp</b></p>
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**ANNEX G**  
**IDLO SPECIAL CONDITIONS OF CONTRACT**

The following Special Conditions of Contract shall supplement and/or amend the IDLO General Terms and Conditions for the Procurement of [Services]. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail over those in IDLO General Terms and Conditions for the Procurement of [Services].

Place of delivery	<b>IDLO Country Office, Kyiv, Ukraine</b>
Delivery date	The Framework Agreement will be signed for a period of up to 12 months. IDLO is not obliged to use the services provided by the Contractor. IDLO will review the quality of services and deliverables after 12 months of provision of services. Subject to satisfactory performance and agreement by both parties the Framework Agreement may be extended for 12 months. The overall duration of the contract will not exceed 24 months. The prices will remain unchanged during the period of contract implementation.
Payment terms	IDLO will process payment within 30 days after satisfactory receipt of all goods/ provision of services and upon receipt of the complete and correct invoice by the service provider.



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**ANNEX H  
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR  
SERVICES  
AND  
IDLO SUPPLIER CODE OF CONDUCT**

Any proposal submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_goods\\_august\\_2020.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf)

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_services\\_feb\\_2022.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_feb_2022.pdf)

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>