



Secretariat of the Green Climate Fund

31 May 2016
Ref.: RFP 2016/011

Request for Proposal (RFP) 2016/011
Provision of travel services for the Green Climate Fund

Dear Sir/Madam,

1. The Secretariat of the Green Climate Fund is hereby inviting qualified tenderers to submit a proposal for the provision of travel services for the Green Climate Fund.
2. Proposals must be submitted to the Secretariat no later than Friday 17 June 2016 at 17:00 (Korea Standard Time).
3. The duration of the contract will be for one year with the possibility of renewal based upon satisfactory performance.
4. This RFP consists of this letter of invitation and the following annexes:

Annex I	Essential Background
Annex II	Timeline
Annex III	Statement of Work
Annex IV	Requirements
Annex V	Technical Proposal
Annex VI	Financial Proposal
Annex VII	Company profile
Annex VIII	Terms and conditions to submit a proposal
Annex IX	Evaluation criteria
Annex X	Performance Standards and Service Level Guarantees
5. The terms set forth in this RFP, including all the annexes listed, will form a part of a contract, should the Secretariat accept your proposal. Any such contract will require compliance with all factual statements and representations made in the proposal, subject to any modifications agreed to by the Secretariat in writing in the context of any negotiations entered into by it.
6. Proposals must be submitted in the English language in TRIPLICATE (3copies). Any attachments to proposals must also be submitted in TRIPLICATE. Proposals must include information in sufficient scope and detail to allow the Secretariat to consider whether your company has the necessary capability, experience, knowledge, expertise, financial strength and capacity to perform the specified work in a satisfactory manner. Please mark all pages of proposals with the RFP number specified at the top of this letter.



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7. Proposals must be clearly separated in the following two parts:
 - (a) Company profile (Annex VII) and technical proposal (Annex V), **the technical proposal shall contain no information on financial proposal.**
 - (b) Financial proposal (Annex VI).

8. Each part of the proposal must be in its own sealed envelope and must be appropriately labelled as “Company profile and technical proposal” and “Financial proposal”. The technical proposal and company profile must not contain any financial information relating to the proposal. The Secretariat reserves the right to disqualify any technical proposal that does include such financial proposal information. Electronic copies of each part of the proposal should be also copied on CDs and must be included in their respective sealed envelope.

9. The two parts of your proposal must be submitted in a further sealed envelope/package, clearly addressed as follows and preferably delivered in person:

**Green Climate Fund
G-Tower, 11 Floor
175 Art center-daeoro
24-4 Songdo-dong
Yeonsu-gu, Incheon
Republic of Korea, 506-840**

10. The outer envelope/package of the proposal must clearly indicate the information set out below so that the secretariat can identify the proposal at the time of receipt.

RFP number	RFP 2016/011
Attention	Administration team
Closing date/time	Friday 17 June 2016 at 17:00 (Korean Standard Time)
Company Name

11. It is the exclusive responsibility of the proposer to ensure that the sealed envelope/package containing the proposal reaches the above address before the time and date indicated above. The GCF Secretariat reserves the right to invalidate any proposals received after the above-mentioned closing time. Proposals must not be sent by facsimile.

12. All queries relating to this RFP may be submitted via email (procurement@gcfund.org) or to facsimile no. +82-(0)32-458-6093 up to Tuesday 7 June 2016 at 17:00 (Korean Standard Time).

Yours sincerely,

The Secretariat of the Green Climate Fund



Annex I: Essential Background

1. The Green Climate Fund (the “GCF”) was established in December 2010 with the purpose of making a significant and ambitious contribution to the global efforts towards attaining the goals set by the international community to combat climate change. In the context of sustainable development, the GCF will promote a paradigm shift towards low-emission and climate-resilient development pathways by providing support to developing countries to limit or reduce their greenhouse gas emissions and to adapt to the impacts of climate change.
2. The GCF was designated as an operating entity of the financial mechanism of the United Nations Framework Convention on Climate Change (“UNFCCC”). It is governed and supervised by a Board that has responsibility for funding decisions pursuant to the Governing Instrument for the Green Climate Fund. It is supported by an independent Secretariat, accountable to the Board, having management capabilities to execute day-to-day operations of the GCF, providing administrative, legal and financial expertise. The GCF’s headquarters are located in Songdo, Incheon City, Republic of Korea.
3. The Fund estimates to undertake approximately 800 international return travel per year. Travel will be undertaken by the Fund’s staff and their eligible dependents, consultants, members of the Fund’s Board, high ranking officials and others as authorized. However, the contract shall not impose a minimum guarantee on volume of travel on the part of the Fund.
4. The functional and technical requirements for this RFP are described in Annex III: Statement of Work and Annex IV: Requirements.
5. The selected travel agent will provide various travel services for one year with the possibility to renew based on satisfactory performance. The Fund and the successful travel agent will regularly consult on and jointly put in place appropriate mechanisms to guarantee adherence to the contractual terms and their respective interests.
6. This RFP does not commit the Secretariat to award a contract, nor does it contain a contractual proposal.



Annex II: Timeline

The Green Climate Fund will follow the timeline below for this RFP. Any changes to this timeline will be posted on the GCF website. Please note that the dates set forth in 5-8 are target dates and may be adjusted.

	Event	Responsible Party	Date (and time, KST*)
1	Posting of RFP	GCF	31 May 2016
2	Last date for questions about RFP	Tenderer	7 June 2016 (17:00)
3	Last date to reply for questions received/ Last date for amendment	GCF	9 June 2016
4	Last date for submission of proposal	Tenderer	17 June 2016 (17:00)
5	Last date to finalize evaluation	GCF	30 June 2016
6	Notice of successful provider	GCF	7 July 2016
7	Contract signing	GCF/Tenderer	29 July 2016
8	Work start	Tenderer	As specified in the contract

* KST: Korean Standard Time (Seoul Time)



Annex III: Statement of Work

1. Proposals under this RFP are requested for the provision of travel services for the Green Climate Fund as defined in this Annex.
2. The selected travel agent shall provide various travel services as specified in the RFP in the most cost effective way which satisfies the Secretariat's requirements, ensuring the adequate and timely provision of travel services.
3. The travel agent shall provide prompt, and accurate international and domestic travel products and services to staff of the Fund and other travelers. The products and services required by the Fund shall basically include, but not be limited to, the following:

A. Reservation and Ticketing

- (a) As a general policy, the travel agency shall, at the request of the Fund's staff, immediately make bookings of the most direct and convenient routing and the most economical fare.
- (b) In the event that the required travel arrangements cannot be continued, the travel agency shall notify the requesting party of any such problem and present alternative routings/quotations for the traveler's consideration;
- (c) For wait-listed bookings, the travel agency shall provide regular feedback on status of flight and continuously endeavor to secure continuation;
- (d) Prior to issuing the tickets, the travel agency shall promptly send the detailed electronic itineraries, showing the following:
 - Ticketing deadlines, in order to avoid cancellations of bookings
 - Accurate status of the airline on all segments of the journey
 - The fare type (e.g. full economy or business class, or restricted economy)
 - For restricted air tickets, the travel agency should provide the fare restrictions (validity, booking charges, re-routability, re-fundability etc.);
- (e) Tickets should be issued immediately upon receipt of the Fund's Travel Authorization

B. Travel Documentation

The travel agency shall:

- (a) Provide services for the timely application and release of passports, visas, etc.;
- (b) Ensure that all staff on travel has a complete set of travel documentation required for their journey, well in time before departure.
- (c) Check and advise about risks of close connections of flights and trains, especially information about mandatory check-in and check-out procedures taking into account the time needed to pick up luggage and any need of transit-visas. This information shall be included in the planning process.



C. Airfares and airline routing/itineraries

The travel agency shall:

- (a) Propose air ticket/fares/airline routings and guarantee that it shall obtain the lowest available airfare/ticket for the journey concerned. Such journeys shall be the most direct and economical routing;
- (b) Ensure that tickets issued are in accordance with entitlements as per the Fund's travel policy, and as may be prescribed in the Travel Authorization;
- (c) Advise the Fund on market practices and trends that could result in further savings for the Fund, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting;
- (d) Guarantee that prices offered are the best and refund difference in price if proven otherwise;
- (e) Provide the Fund with 100 % of the discounts granted by all airlines to the travel agents;
- (f) Accumulate travel points if requested by the Fund;
- (g) Include proposals for cost savings by earlier departure from origin or later departure from destination or using alternative close airports of destination/departure airports, in case this could lead to substantial saving amounts.

D. Travel information/advisories

The travel agency shall:

- (a) Inform the Fund upon booking confirmation, any flight/ticket restrictions, involuntary stopovers, hidden stops, and other possible inconveniences of the itinerary;
- (b) Provide the Fund with on-line and offline relevant information on official destination (e.g. airport transfers/land transportation facilities, local points of interest, currency, restrictions/regulations, health advisories, security advisories, weather conditions, etc);
- (c) Provide telephone, fax and e-mail services to facilitate communications in case of emergency whether inside Korea or from abroad;
- (d) Notify travelers of airport closures, delayed or cancelled flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travelers, sufficiently before departure time
- (e) Indicate a proposition to assign an on-site travel agent.

E. Flight cancellations/Rebooking and Refunds

The travel agency shall:

- (a) Process duly authorized flight changes/cancellations when and as required and taking care that in such cases, cancellation fees and charges imposed by the airlines are avoided;
- (b) Immediately process airline refunds for cancelled travel requirements/unutilized pre-paid tickets and credit these to the Fund as expeditiously as possible;
- (c) Refund tickets within maximum two (2) months only; and
- (d) Limit refund charges at airline rates only, i.e, no additional charges will accrue to the travel agency.



F. Management Reporting System

The travel agency shall develop a data base and shall, on a monthly basis or upon request, make the following information available "on-line" to the Fund:

- (a) Monthly itemized passenger listing reports for which the travel agency shall propose a computerized format, stating the purpose of each trip, and an itemized listing of all transactions regardless of form of payment. The listing shall, as a minimum, include the following items/elements:
 - The full name of each official traveler, carrier/train, fare basis, booking class, and original and destination points;
 - Any travel authorization number, ticket number, account fund, trip dates, and leg-by-leg details, as required by the Fund's;
 - Transportation charges by mode of travel for each trip, codes to indicate whether discount fares were obtained or the travel agency's justification for non-use;
 - The full fare economy tariff for the trip (standard cost) as a), b) the cheapest possible fare on the trip if booked in advance and c) the actual obtained fare. The statistics should as well state the difference between a) and c) and the difference between c) and b);
 - For trips over 9 hours, d) full fare business tariff and e) least expensive fare for business class should be included in addition to a), b), and c) mentioned above; and
 - Total transportation charges for the billing period (statement of monthly charges and refunds, including debits and credits).
- (b) Calculation of emissions according to the UN methodology (www.unfccc.org) and recommendations to limit the carbon footprint. The emission amount in GHG (greenhouse gas) as information provided to the traveler together with the electronic ticket would be an asset;
- (c) Changes and updates on airline rates, promotions, policy changes, etc.;
- (d) When invoicing, the Fund shall require the travel agency to attach the agent's e-ticket and travel authorization to the traveler as attachment to the statement of invoice (separate invoice per traveler and mission).
- (e) The chosen travel agent provides the Fund access to their flight reservation and pricing facilities tools through an AMADEUS web client, or a system of the same nature, in order to provide transparency of reservations and to enable qualified personnel of the Fund to confirm best quality offered. The additional cost of the AMADEUS web client will be paid to the chosen travel agent by the Fund.

G. Availability of Other Products and Services as may be requested

The travel agency, where applicable and upon request of the traveler, shall provide other in-house services including, but not limited to the following:

- (a) Visa Service
- (b) Package Tours and Promotion for Personal Travel;
- (c) Preferred seating arrangements and Upgrades;
- (d) Privileged Check-In Services, Use of Airlines Lounges Facilities;



- (e) Excess Baggage/Lost Baggage;
- (f) Ground Transportation/Car Rental and Coach;
- (g) Emergency Services, e.g., sickness, injury, etc.;
- (h) Travel Insurance;
- (i) Travel Assistance/Support to Conferences/Special Events (e.g. Renting venues and accommodation for workshops - logistical and professional services arrangements);
- (j) Provision of additional personnel on temporary basis for processing travel arrangements for staff and funded delegates. The foregoing description of services herein required by the Fund, as well as the succeeding performance standards, were identified and herein spelled out specifically, based on many years of experience and lessons learned. Hence, the Fund will be strictly enforcing them and ensuring the travel agency's compliance to them during the course of their contractual relationship with the Fund.

The ability to provide the following would be a strong asset:

H. List of Hotels and Hotel Reservations

The travel agency shall:

- (a) Compile a list of at least three (3) hotels of medium to high standard (4-5 star) in capital and major cities with preference given to hotels or hotel chains offering reward programs;
- (b) Add hotels in other locations to the list as requested by the Fund;
- (c) Include only hotels offering standard rates not exceeding 60% of the respective Per Diem rate for the location;
- (d) Continuously update the list including any respective changes to room rates, hotel ratings and reward programs;
- (e) Propose a choice of three (3) hotels from the list at the traveler's destination(s);
- (f) Ensure a hotel reservation if requested;
- (g) Notify the Fund of any changes in hotel reservations or room availability immediately;
- (h) Accumulate hotel reward points on behalf of the Fund where available;



Annex IV: Requirements

1. The travel agency shall have in its current office all the necessary equipment and facilities, and shall employ a sufficient number of experienced and professionally trained travel experts and staff to handle the minimum requirements of the Fund.
2. The successful travel agency who will be contracted to serve the needs of the Fund shall have the following minimum qualifications:
 - a) Accredited IATA travel agency duly licensed;
 - b) Present the IATA ID number and a copy of guaranty paper which is proving that the warranty for IATA has been paid;
 - c) Able to provide service in all countries and to travelers of any nationality;
 - d) Employees competent and experienced (minimum 2 years) as travel consultants, especially in ticketing and fare computations and must be fluent in English;
 - e) Financially stable;
 - f) Maintains facilities of on-line booking/airline reservation systems, in-plant domestic and international ticketing and ticket printing facilities/satellite ticketing printer;
 - g) Maintains an updated computerized profile of all its frequent travelers including but not limited to, the traveler's airline preferences, frequent flier memberships, seating preference, special meal requirements, visa and passport expiration dates;
 - h) Able to operate within the normal daily Fund designated working hours which are currently 09:00 hrs. - 18:00 hrs. and working days, which may include nationally-declared nonworking holidays; and
 - i) Willing and able to guarantee the delivery of products and services in accordance with the performance standards required under Annex X of this TOR.
3. Previous track record of handling services for diplomatic missions, embassies, or International organizations an asset.
4. The successful travel agent shall also be required to devote at least one (1) full-time personnel providing dedicated services to the travel needs of the Fund throughout the year. Regardless of any kind of leave of the travel agents, the minimum attendance scheme should be maintained through back-up personnel properly informed about procedures and current projects. Higher work load should be covered through back-up personnel either in-house or from the bidder's headquarters via e-mail and telephone communication.
5. All such personnel shall be required not only to have outstanding technical qualifications, but also possess excellent client-service orientation skills.
6. They shall also be expected to be well-versed on the travel policies of the Fund. The personnel who will be assigned to serve the Fund need not necessarily be newly assigned staff, but may also be current employees of the travel agency, reassigned to service the Fund's requirements on a full-time basis.
7. Other expertise needed and facilities required shall be sourced from the existing operational capacity of the successful travel agency.



Annex V: Technical Proposal

1. The Technical Proposal must be sealed in its own envelope clearly marked as Technical Proposal. **NO details of a financial nature whatsoever must be included in this Technical Proposal.** Failure to comply with this requirement will result in disqualification. Each page of the Technical Proposal shall be signed and stamped at the bottom by an authorized representative of the company.
2. Proposers are requested to submit a Technical Proposal that demonstrates the capability in delivering requested services as indicated in Annex III and Annex IV.
3. To facilitate a faster evaluation and comparative analysis of the bids, we recommend that the proposals be presented in the following manner:
 - a) A detailed description of the proposed services and processes - In complying with this, it is recommended to present the services to be offered in accordance with the sequence and description listed in Annex III. Presenting a comparative matrix between what the Fund has listed as a requirement and what your company would be able to provide, will significantly facilitate the review and evaluation process.
 - b) Implementation mechanisms and management arrangements - This should contain a brief description of how your travel agency foresees the flow of transactions involved, the billing/invoices and payment procedures, as well as other expected roles and responsibilities of the parties involved.
 - c) Other concessions offered - This should consist of valued-added products and services that may not have been mentioned/required in the Terms of Reference but the bidder is offering to the Fund and will add value to its services. This is optional, but will be given credit if proven to indeed add value to the Fund's activities.
 - d) Competence of existing and proposed personnel - This would require the submission of the comprehensive Curriculum Vitae (CVs) of existing personnel followed by the CVs of those staff that will be assigned to serve the Fund. The CVs should only highlight the travel-related work experiences, travel-related training and skills and educational background.
 - e) Different travel scenarios and pass-on rates - This would include the relevant itineraries and the net (pass-on rates to the Fund). In this connection, kindly apply following format in connection with your presentation:

Travel scenarios:

for the provision of relevant itineraries and net prices in non-flexible economy class.

Travel options - for arrival in the destination on 20 September 2016 or earlier and return on 27 September 2016 or later	Airline with route to the Fund destinations (Itinerary)	Pass-on rate to the the Fund (Net price)
1. Incheon (Korea) - Guayaquil (Ecuador)		
2. Incheon (Korea)- Abidjan (Cote d'Ivoire)		



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3. Incheon (Korea) – Bonn (Germany)		
4. Incheon (Korea) – Majuro (Marshall Islands)		
5. Marrakech (Morocco) – Incheon (Korea)		
6. Washington D.C. (USA) – Incheon (Korea)		



Annex VI: Financial Proposal

Pricing Information

1. The Financial Proposal should include pricing information covering requests stated in the previous annexes.
2. This Financial Proposal must be sealed in its own envelope clearly marked as Financial Proposal. NO details of a financial nature whatsoever must be included in the Technical Proposal (Annex V). Failure to comply with this requirement will result in disqualification. Each page of this Financial Proposal shall fully completed, signed and stamped at the bottom by an authorized representative of the company.
3. As stated in paragraph 2 of Annex III "Statement of Work", tenderers are encouraged to provide the most cost effective solution.
4. The Financial Proposal should address each item below on a fixed fee based:
 - a) tickets
 - b) visa services
 - c) hotel reservation services
 - d) other services
5. The Fund reserves the right to give preference to the most appropriate baseline in terms of expected economies of scale for the Fund.



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Annex VII: Company Profile Form

All of the questions below should be answered in full. The information provided in response to the questions below will be used as part of the evaluation of the solution/service provider proposal.

As you can partner with other companies to provide all components, the information required in this form is for the company which will submit the offer. This company will be the one signing the contract (if selected) and will be responsible for the delivery of all components.

1. General Information

Name	
Address	
	Postal Code: Country:
Telephone	
Fax	
E-mail	
Web site	
Parent company, if any	
Year established	
Type of organization	Public enterprise () Private company () Organization sponsored (assisted by Government) () Other (please specify): ()
Summary of main business activities (company and partner company expertise)	
No. of employees	
Primary contact for sales/client services	
Primary partnerships and cooperation (if any)	(e.g. airlines, hotels)
Working language (s)	English () Korean () Other:

2. Financial Information

Gross annual sales for last three years
Year € or US\$ Year € or US\$ Year € or US\$



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3. Summary of main products and services offered (by company or its partners)

1
2
3
4
5
6

4. Experience with other organizations (both national and international)

<i>List contracts values of contacts</i>		
Name of organization	Value (€/US\$)	Year
1		
2		
3		
4		

5. Environmental Policy

Does your company have a written statement of its environmental policy? YES () Copy need to be provided in English if requested by the Secretariat NO ()
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6. Contract disputes

List any disputes your company has been involved in over the last three years (enter N/A if you did not have any disputes)



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7. Certification

I, the undersigned, confirm that the information provided in this annex is correct. In the event of changes, details will be provided. I also confirm that this proposal is valid for 180 days from the closing date to submit proposals for this RFP.

Name: _____

Title: _____

Signature: _____

Date: _____



Annex VIII: Terms & conditions to submit a proposal

A. Submission of Proposal

1. Proposals must be submitted in the English language on the requirements specified in this RFP.
2. Tenderer must provide all requisite information under this RFP and clearly and concisely respond to all points set out in this RFP. Any proposal, which does not fully and comprehensively address this RFP, may be rejected. However, unnecessary elaborate brochures or other presentations beyond that deemed sufficient to present complete and effective Proposals are not encouraged. Prices must be stated in US dollars and value added tax should be itemized separately.
3. Following submission of the proposals and their final evaluation, the GCF reserves the right to retain unsuccessful proposals. It is the responsibility of the tenderer to identify any information of a confidential or proprietary nature contained in its proposal so that it may be handled accordingly. However, the GCF Secretariat cannot guarantee confidentiality.

B. Requirements

4. Tenderer must adhere to the requirements of this RFP. Any changes, substitutions or other alterations to the requirements stipulated in this RFP document must be clearly identified and well justified in the proposal.

C. No commitment

5. This RFP does not commit the GCF to award a contract or to pay any costs incurred in the preparations or submission of proposals, or costs incurred in making necessary studies for the preparation thereof or to procure or contract for services or supplies. The GCF reserves the right to reject any or all proposals received in response to this RFP and to negotiate with any of the tenderer or other firms in any manner deemed to be in the best interest of the GCF. The GCF reserves the right to negotiate and award only a portion of the requirements; to negotiate and award separate or multiple contracts for the elements covered by this RFP in any combination it may deem appropriate, at its sole discretion to add new considerations, information or requirements at any stage of the procurement process, including during negotiations with tenderer; and reject the proposal of any tenderer that has previously failed to perform properly or in a timely manner contracts of a similar nature, or of a tenderer that, in the opinion of the GCF, is not in a position or is not sufficiently qualified to perform the contract.
6. This RFP contains no contractual proposal of any kind, any proposal submitted will be regarded as a proposal by the tenderer and not as an acceptance by the tenderer of any proposal by the GCF. No contractual relationship will exist except pursuant to a written contract document signed by the authorised procurement official of the GCF Secretariat and by the successful tenderer(s) chosen by the GCF Secretariat.



D. Criteria for Evaluation

7. The evaluation procedure will consist of a formal, technical and financial assessment of the proposals received. Proposals which do not meet the requirements set out in Annex IV and other provisions of this RFP will be disqualified. In the selection of the successful tenderer, paramount importance will be given to the quality of the Proposal and demonstrated ability to deliver required results. Subject to that criteria, pricing is serious evaluation factor.

E. Prices and Terms of Contract

8. The price quotes shall be made in US\$ and shall be free of any local tax (such as VAT) and duty. VAT should be itemised separately. Prices shall be final and not subject to revision from the time of entering into force of the contract.
9. Price quotes shall include any necessary service to be provided by the selected tenderer (even if such services are not expressly enumerated) in order to ensure a satisfactory fulfilment of the contract, as well as any other expenses incurred by the selected tenderer (e.g. telecommunication, postal charges).
10. In no case may the selected tenderer invoke a missing part or an oversight in the description of the work components in the tender documents or claim inadequate explanations for seeking any price increase or any release from contractual liabilities.

F. Payment Terms

11. The normal terms of payments are 30 days (or similarly discounted payment terms if offered by tenderer) upon satisfactory performance of services and acceptance thereof by the GCF Secretariat. Tenderer must therefore clearly specify in their proposals the payment terms being offered.

G. Validity of Proposals

12. The Proposal shall remain open and valid for a period of at least 180 days from the designated closing date for receipt of proposals indicated in the RFP. Please state in your proposal that it will remain valid for this period (Annex VII: Company Information). Once your proposal is accepted during this period, the price quoted in your proposal must remain unchanged for the entire period of the resulting contract unless otherwise specified in this RFP.

H. Rejection of Proposals and Split Awards

13. The GCF reserves the right to reject any and all proposals if they are, inter alia:
 - Received after the deadline stipulated in the Request for Proposal;
 - Not properly marked or addressed as required in the Request for Proposal;
 - Transmitted by facsimile;
 - Unsolicited;
 - Otherwise not in compliance with this Request for Proposal



14. The GCF also reserves the right to split an award between any tenderer in any combination, as it may deem appropriate. If the proposal is submitted on an “all or none” basis, it should clearly state so in the Proposal.

I. Withdrawals and Modification of Proposals

15. Proposals may be modified or withdrawn in writing, prior to the proposal closing time specified therein. Proposals may not be modified or withdrawn after that time.

J. Errors in Proposal

16. Tenderer or their authorised agents are expected to examine any drawings, specifications, circulars, schedules and other instructions pertaining to the work, made available by the GCF to the tenderer for inspection. Failure to do so will be at the tenderer’s own risk. In case of error in the totalling of prices, the unit price will govern.

K. Confidentiality

17. This Request for Proposal or any part thereof, and all copies thereof must be returned to the GCF upon request. It is understood that this Request for Proposal is confidential and proprietary to the GCF, contains privileged information, part of which maybe copyrighted and is communicated to and received by tenderers on the condition that no part thereof or any information concerning it may be copied, exhibited or furnished to others without the prior written consent of the GCF except that tenderer may exhibit the specifications to prospective sub-contractors for the sole purpose of obtaining offers from them. Notwithstanding the other provisions of the Request for Proposal, tenderer will be bound by the contents of this paragraph whether or not their company submits a bid or responds in any other way to this Request for Proposal.



Annex IX: Evaluation Criteria

A. Evaluation and Comparison of Proposals

1. A two-stage procedure will be implemented to evaluate the proposals. In the first stage, the technical proposals will be evaluated before any financial proposal is opened and compared. Only those financial proposals of the offers that meet at least the minimum score in the evaluation of the technical proposals will be opened. Although price is an important factor in an RFP, it is not the only one. The overall evaluation will be based on economy in relation to the quality of services offered.
2. All proposers are expected to adhere to the formal requirements for submitting a proposal and failure to do so will result in disqualification of the proposal from consideration as part of this evaluation. Formal requirements include, in particular:
 - a) Full compliance with the formal requirements for submitting a Proposal as stipulated in the transmittal letter (such as submission of 3 copies of the Proposal, separate and sealed Financial and Technical Proposals) and full compliance with Annex VIII: "Terms and conditions to submit a proposal" of this RFP;
 - b) Submission of a Technical Proposal as described in Annex V, which will include express understanding and acceptance of all Annexes to the RFP; submission of Annex VI: "Financial Proposal"; Annex VII: "Company profile", and Annex VIII: "Terms and conditions to submit a proposal" to this RFP duly completed where applicable, stamped and signed, for confirmation of acceptance, truth, completeness and accuracy;

B. Evaluation of Technical Proposal

3. A review committee established in the GCF Secretariat will evaluate each technical proposal submitted. Each technical proposal will be evaluated on the basis of the technical evaluation criteria listed below;
 - a) Compliance with all minimal functional and technical requirements of this RFP
 - b) Demonstrated experience in the area of work required
 - c) Demonstrated service flexibility
 - d) Service Guarantee

Scores shall be awarded in accordance with the following scoring criteria which every bidder must address in the proposal:

Category	Criteria	Evaluation Content	Weigh (%)
Technical Proposal	Flight	Capacity in making reservations, ticketing, routing and itineraries, cancellations, rebooking, refund, discount programs from airline companies; Travel scenario; 24/7 service in English accessible around the world.	40
	Visa	Visa arranging capability	5
	Reporting	Monthly reporting plan	10
	Other services	Hotel, package tour, staff stationed at GCF office during busy season, etc.	10



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Company Profile	Experience with other organizations/companies	Company profile and Requirements	15
	Qualification (company and/or employee)	Company profile and Requirements	
Financial Proposal	Fee	Fee structure	20
Total			100 %

C. Evaluation of Financial Proposal

4. In the second stage, the Financial Proposals of all proposers who attain a weighted technical score of 60% (representing 75% of the technical Scores) will be compared.
5. All proposals are evaluated against the following set of basic financial criteria to determine fee structure financial score:
 - a) Economy of costs indicated:
 - b) Details in, and feasibility of, the pricing of services.



Annex X: Performance Standards and Service Level Guarantees

The contracted Agency shall perform its services and deliver its products in accordance with the herein prescribed minimum performance standards set by the Fund:

Product/Service	Performance Attribute	Definition	Standard/Service level
1. Airline reservation	Agency Accuracy	Ability to perform task completely and without error.	Zero-error in passenger records/airlines bookings, fare computation and routing
	Speed and efficiency	Ability to deliver products or services promptly and with the minimum use of resources.	a) For confirmed bookings via itinerary within 24 hours from time of request b) For waiting listed bookings via regular updates every two days c) For quick and cheap fares via the internet online booking services
2. Airline/train tickets	Agent Accuracy	Ability to perform task completely and without error.	Zero-error in the printed ticket/aborted travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver products or services on or before promised time/date.	Once the travel authorization received delivery for a) electronic tickets/prepays should proceed without delay as notifications via e-mail, b) train tickets or other non-electronic documents should generally be delivered after 24 hours or if urgent without delay. Ticket issue timelines need to be monitored, taking into account warnings from airlines and phase out of booking guarantees/fare guarantees due to type of fare.
3. Travel documentation	Accuracy	Ability to ascertain requirements for various destinations/ Nationalities.	Zero-incident of complaints/aborted travel due to incomplete travel documents.



	Clarity	Ability to deliver products or services on or before promised time/date.	10 working days before departure or if requested on short notice without delay.
4. Billing	Accuracy	Ability to generate billing statements without errors.	Zero-Error or no discrepancy between invoices and attachments.
	Clarity	Ability to generate bills that are transparent and easy to understand.	Zero-Return for Clarification / explanation.
5. Rates/pricing	Fairness	Reasonable charges for services offered.	At the same rates or lower than market standards.
	Company concern about fares	Ability to quote competitive fares.	At the same or at levels lower than airline preferred rates. Guarantee that one quotation is the lowest obtainable fare.
	Good value indicated by price	Competitiveness of fares quoted vs. restrictions or lack thereof.	At the same or better terms than quoted by airlines.
	Negotiate directly with the airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent the Fund in dealing with the airlines.	Semi-annual meetings to obtain competitiveness in the markets.
6. Service quality	Accessibility	Ability to access or approach the travel agency.	Telephone: as indicated in para 1. Emergency: 24 hours e-mail: available website: available
	Responsiveness	Willingness to go out of one's way to help the traveller.	Regular coordination meetings with the Fund Review twice a year.
		Willingness to go out of one's way to help the traveller.	No. of personal travels booked with the travel agents.
7. Problem solving	Refunds	Ability to process and obtain ticket refunds on a timely basis.	100% within two months from date of cancellation.



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	Complaints handling	Ability to resolve Complaints.	Timelines: one week Manner of resolution: Satisfactory score.
8. Travel consultations	Competence	a) Knowledge of destinations. b) Knowledge of airline practices, fare levels and shortest routes and connections. c) Knowledge of the Fund's Policies and Regulations.	Proficiency rating of not less than 75 %.
9. Communications	Informing the GCF on travel agents products and services	a) Services and policies are communicated to the Fund. b) Travellers are well informed about matters related to their travel.	Frequency of communication: At least once a month.
10. Office premises and hours of services	Readiness to do business	Sufficient skilled personnel to commence business at the start of office hours; provision of skeletal workforce to answer calls during Breaks.	a) Same working hours/days as GCF staff; b) Accommodation of calls during off-hours; c) Zero-complaints that no one was around to answer calls.