

DOCUMENT I: Bidding Information

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1 INTRODUCTION

1.1 General

- 1.1.1 The UNWTO invites bids in sealed envelopes for the development and implementation of CRM for the World Tourism Organization (UNWTO).
- 1.1.2 The World Tourism Organization is a specialized agency of the United Nations with legal personality and subject to International Law.
- 1.1.3 The Bidder shall unconditionally accept the terms and provisions in this document, including but not limited to the rules and procedures of the UNWTO.
- 1.1.4 The time limits established in the bidding documents shall be construed as calendar days unless expressly indicated otherwise. In the event that the day of expiration of a time limit is not a working day for the UNWTO, or when the latter is not open to the public on that day for any reason, such expiration shall be deemed moved to the next working day.
- 1.1.5 Alternative bids shall not be accepted.
- 1.1.6 Only one bid per Bidder shall be accepted.

1.2 Eligible Bidders

- 1.2.1 Bids submitted by a joint venture or group of two or more firms must meet the following requirements:
- (a) The bid shall be signed so as to be legally binding on all members of the joint venture or group;
 - (b) All parties shall be jointly and severally responsible for fulfilling the contract;
 - (c) One of the members of the joint venture or group shall be designated as its representative, who shall be authorized to incur obligations and receive instructions for each and every one of the members of the joint venture or group;
 - (d) The joint venture shall provide an address for communications.

1.3 Cost of Bidding

- 1.3.1 The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the UNWTO shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2 BIDDING DOCUMENTS

2.1 Examination of the Bidding Documents

- 2.1.1 The Bidder is expected to examine all instructions, forms, terms and specifications contained in the bidding documents. Failure to follow instructions contained in these documents will be at the Bidder's risk and may affect the evaluation of the Bid.

2.2 Consultations and Clarifications of the Bidding Documents

- 2.2.1 A prospective Bidder requiring any clarification of the Bidding Documents may request it in writing in Spanish, by e-mail at:

E-mail: procurement@unwto.org

Process: RFP/CRMCOMM/2019-01

- 2.2.2 A prospective Bidder requiring any clarification of the Bidding Documents may request it from the UNWTO, provided the request is received before **28 of February** at 13:00 PM. The responses to all requests received by the due date will be posted on the UNWTO website. Please note that no anonymous queries or individualized inquiries will be considered.
- 2.2.3 Queries or requests for clarification received after the deadline established in Clause 2.2.2. or requests sent to an e-mail addresses other than that indicated in Clause 2.2.1 shall not be considered.

2.3 Visit to the UNWTO building

- 2.3.1 Interested bidders may visit the UNWTO building, and the available dates for this visit shall be **15 of February or 22 of February at 10:00 AM** on both dates. To do this, they must send an e-mail to the address procurement@unwto.org before the visit date specifying the name of the company and the date of the requested visit.
- 2.3.2 It is the sole responsibility of the Bidder to visit the building and obtain all information necessary for the preparation of the bid.

2.4 Amendments to the Bidding Documents

- 2.4.1 **Five (5) days** before the deadline for submission of bids laid down in Clause 4.1.1., at the latest, the UNWTO, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may amend the bidding documents. The amendments shall be posted on the UNWTO website.
- 2.4.2 It is the responsibility of the Bidder to review the website of the UNWTO, to check for the posting of clarification and/or amendment notices.

3 PREPARATION OF BIDS

3.1 Language of Bid

- 3.1.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the UNWTO shall be written in English.

3.2 Form of submission of the Bid

- 3.2.1 Bids shall be submitted in two (2) envelopes, A and B, with each containing the following:

ENVELOPE A:

The technical bid shall be included in **ENVELOPE A** and shall consist of the following documents:

1) General and administrative documentation:

- (a) Document providing information for contacting the Bidder (Annex 1, Document IV)
- (b) Document sufficiently accrediting the powers of representation of the signatory of the offer. If the signatory of the bid acts as a representative of the bidding company, such document shall be accompanied by documentation accrediting the personality of such representative (identity card) and sufficient powers allowing such representative to participate in the process on behalf of the represented party and authorization to submit the bid (Annex 2, Document IV)
- (c) Declaration of being current with tax and social security obligations (Annex 3, Document IV)

2) Accreditation of technical and professional qualification:

- a) Bidder's General Information and Experience Form (Annex 4, Document IV):
 - Bidder's General Experience: each company shall submit, duly completed, the General Information and Experience form
 - Bidder's Specific Experience: each company must present evidence and references of having satisfactorily performed at least two contracts in the last year for the provision of services similar to those requested in this tender

3) Technical bid

- (a) Services offered shall comply with Terms of Reference/Technical Specifications requested.

ENVELOPE B:

The financial bid shall be included in **ENVELOPE B** and shall consist of the following documents:

- a) Form for Submission of the Financial Bid (Annex 5, Document IV)

3.2.2 Each envelope shall contain one (1) original and one (1) copy of the technical and financial bid respectively.

3.2.3 The submission of a bid shall be sufficient evidence that the Bidder has thoroughly examined the documents comprising the tender, has obtained satisfactory clarification of any unclear or doubtful point, has accepted that the documents are complete, and knows and accepts the rules governing this Tender. Also, submitting a bid shall be evidence that the Bidder accepts in their entirety, should it be awarded the contract, the terms and conditions set out in the model contract included in the tender documents (Document II)

3.3 Format and Signing of the Bid

- 3.3.1 The Bidder shall prepare and submit in physical form two sealed envelopes each containing ONE (1) ORIGINAL BID and ONE (1) COPY, with each set numbered, typed and marked ORIGINAL and COPY, with the volumes comprising them clearly identified and signed and stamped by the person(s) duly authorized to commit the Bidder to the bid submitted.
- 3.3.2 In the event of any discrepancy, the Original Bid shall prevail.
- 3.3.3 The Bid should have no interlineations, erasures or overwriting, except when necessary in order to correct errors by the Bidder, in which case such corrections shall be signed by the person or persons signing the Bid.
- 3.3.4 The Bid submitted shall follow the model forms included in Document IV, and shall be properly numbered and signed, with sheets containing information printed by the Bidder initialled by the person signing the Bid.
- 3.3.5 The Bidder shall seal the original and the copy of the Bid in separate envelopes, duly marking them as "ORIGINAL" and "COPY". The envelopes shall be sealed and, in turn, be placed inside another envelope marked as Envelope A: Technical Bid or B: Financial Bid, as appropriate
- 3.3.6. Envelopes A and B shall be placed inside an outer envelope that shall:
- (a) Be sent to the UNWTO to the address indicated in the Invitation to Tender of these Bidding Documents; and
 - (b) Refer to "Reference: Title of Tender", and show the following instruction: "DO NOT OPEN BEFORE", which shall be completed with the time and date specified in the Invitation to Tender of the tender documents for the Opening of Bids, in accordance with clause 4.1.1. below.
- 3.3.7. The inner and outer envelopes shall also indicate the name and address of the Bidder to make it possible for the Bid to be returned unopened in case it is declared "late".
- 3.3.8. If the outer envelope is not sealed and marked as required by Clause 3.3.6, the UNWTO shall not be responsible for the loss or premature opening of the Bid.
- 3.3.9. The outside envelope must be marked as follows:

[Reference: RFP/CRMCOMM/2019-01]

World Tourism Organization

To the attention of: Office of the Legal Counsel

Headquarters Building of the World Tourism Organization

Poeta Joan Maragall 42,

28020 Madrid

España

BIDDER: [indicate name, address, fax and telephone] WARNING: DO NOT OPEN AT RECEPTION OFFICE OR BEFORE THE DATE AND TIME OF THE DEADLINE FOR THE SUBMISSION OF BIDS.

4. SUBMISSION OF BIDS

4.1. Deadline for submission of bids/Late bids

- 4.1.1. Bids must be submitted before **13:00 PM** of **4th March 2019** at the address established for such purpose in clause 3.3.9.
- 4.1.2. The UNWTO may, at its discretion, extend the deadline for submission of bids by amending the Bidding Documents in accordance with Clause 2.4 to a later time, in which case all rights and obligations of the UNWTO and Bidders previously subject to the deadline will thereafter be subject to the new deadline.
- 4.1.3. Any Bid received by the UNWTO after the deadline for Submission of Bids shall be rejected and returned unopened to the Bidder.

4.2. Modification and Withdrawal of bids

- 4.2.1. The Bidder may withdraw its Bid after submission, provided that the UNWTO receives notice of withdrawal in writing before the deadline for submission of bids.
- 4.2.2. No Bid may be modified after the deadline for submission of bids.
- 4.2.3. No Bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity.

5 BID VALIDITY PERIOD

- 5.1 Bids shall remain valid for sixty (60) days after the date of submission of bids established by the UNWTO in Clause 4.1.1.
- 5.2 In exceptional circumstances, the UNWTO may request the Bidder's consent to extend the validity period. The request and the responses shall be made in writing. Bidders granting the request shall not be required or permitted to modify their Bids.

6 OPENING AND EVALUATION OF BIDS

6.1. Opening of Bids

- 6.1.1 The UNWTO will open all Bids as described in article 6.4 in the presence of an Evaluation Panel.
- 6.1.2 The UNWTO shall prepare the corresponding Bid Opening report.
- 6.1.3 In the opening, no bid will be rejected except for late bids, which shall be returned unopened to the Bidder.

6.2. Clarification of Bids

- 6.2.1. To facilitate the examination, evaluation and comparison of bids, the UNWTO may, at its discretion, ask the Bidder for clarification regarding its Bid.

6.2.2. The request for clarification and the response shall be in writing, and no change in the price or the content of the Bid shall be requested or permitted.

6.2.3. Clarifications submitted by bidders that are not in response to specific clarifications requested by the Evaluation Panel shall not be considered.

6.3. Preliminary examination

6.3.1. Prior to the detailed evaluation, the UNWTO shall determine whether the bids are substantially responsive to the Invitation to Tender. A substantially responsive Bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviation.

6.3.2. The UNWTO shall examine the Technical Bids to determine whether they are complete, whether the documents have been properly signed, whether the required documentation is present and whether, in general, the bids are in order.

6.3.3. During the examination of the Financial Bids, arithmetical errors will be rectified on the following basis:

(a) If there is a discrepancy between the unit price and the total price obtained by multiplying the unit price by the quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of errors, its bid shall be rejected.

(b) If there is discrepancy between words and figures, the lower amount shall prevail.

6.3.4. A Bid determined to be not substantially responsive shall be rejected by the UNWTO and may not subsequently be made responsive by the Bidder through the correction of the aspects that fail to comply with the requirements.

6.3.5. Determination of compliance with the bidding documents is based on the contents of the Bid itself without recourse to extrinsic evidence.

6.4. Evaluation Criteria

6.4.1. The evaluation of bids shall be made under the following criteria:

*The first step evaluates the technical proposal according to the evaluation criteria listed in clause 6.4.2. For the proposal to be considered technically compliant, the proposer must achieve a minimum score of **50 points**. Proposals not meeting this minimum score will be considered technically non-compliant and will be given no further consideration.*

6.4.2. Evaluation and comparison of technical bids

Technical bids shall be evaluated according to the following criteria and scoring:

Evaluation Criteria	Maximum score	Company				
		A	B	C	D	E

1	Technical solution proposal	45					
2.	Additional proposals	5					
3.	Reference of other similar projects	5					
4	Implementation plan	10					
5	Methodology, time planning and personal assigned	5					
Total Technical		70					
Only proposals which receive a minimum of 50 points will be considered further							

6.4.3. Evaluation of the financial bids

The evaluation of the financial bids shall be as follows:

The total amount of points allocated for the price component is 30. The maximum number of points will be allotted to the proposal that offers the lowest price.

$$\text{No. of evaluated bid points } X = \frac{\text{Max. Score Economic offer} * \text{Lowest price}}{\text{Bid price evaluated } X}$$

6.4.4. Weighting of the technical and financial bids

The overall score for each of the proposals is calculated based on a ratio of **70%-30%** between the technical and commercial proposal.

Maximum Points	
Technical Proposal Score	70
Price Proposal Score	30
Overall Proposal Score	100

After the evaluation of the financial bids, the points scored by the companies during the evaluation of the technical bids are added in order to obtain the total score of the bids, applying the weighting set out.

6.5. Evaluation of the technical proposal:

Proposed technical solution (45 points).

Evaluation of the technical solution proposed by the supplier in the offer to carry out the project- the most complete and viable technical proposal to carry out the execution of the project will receive the maximum score.

This should be the most detailed part providing technical details about the solution proposed and meeting the basic ToR

Reference of equivalent projects (5 points).

Companies must provide references in participation of equivalent projects of similar technical characteristics or at least in the intervention of projects in which they have been executed.

To do so, the following project must be presented: name of the company, telephone number and contact person to verify, where appropriate, the information provided, the equivalent project completed, the project's execution time and the number of people involved.

Methodology, time and implementation plan, personnel assigned to the project (5 points).

The company must present in its technical proposal the action plan, in addition to a schedule of actions which will be reported in a periodic implementation report.

The following dates should be considered for the project: Once the contract is signed it is estimated that the project will last around 3 or 4 months.

Personnel assigned to the project

Technical team:

The team must be formed by at least:

- 1 Project Manager with 60 months of experience
- 1 senior developer with 48 months of experience
- 1 Web security expert with 36 months of experience

Information will be required on the professional profile, professional experience - clearly indicating one that is directly related to their participation in the project, dedication and qualification of the members of the work team.

It is desirable that the team originally assigned to the project be maintained during the development of the project, and up to the date of delivery of 100% of it. It is the decision of the winning company to integrate new personnel if it is deemed appropriate.

Criteria related to employment, or other social aspects, such as number or percentage of workers with indefinite contracts linked to the execution of the object of the contract will be valued.

Proposed methodology

Proposal of methodology for the development of the CRM. It will be valued following the adaptation of the proposed methodology to the objectives and technical characteristics contemplated in the specifications.

Additional proposals by the company (5 points).

Additional concepts to the project will be valued, such as: improvements in the project, extra hours for new functionalities or services, dedicated professional support and any improvement that is not contemplated in the technical specifications.

Training plan

The company will be asked for a training plan, at a time to be agreed with the winning tenderer, addressed to an approximate group of 40 current "focal point" people responsible for the management of CRM content. The training should contemplate two levels: technical approach for the UNWTO IT team of 4 people and a user level training for the "focal points".

Production of a manual in English and Spanish, to be able to update and manage content by the assigned UNWTO staff.

6.5.1. The UNWTO reserves the right to verify the price and reject any bids deemed disproportionate or irresponsible.

7 AWARD OF THE CONTRACT

7.1.1 Award Criteria

7.1.2 The Evaluation Panel shall issue a Recommendation of Award to the Bidder that obtained the highest score when adding together the scores of the financial bid and the technical bid, taking into account the weighting of the technical and financial bids set out in Clause 6.4.3.

7.1.3 The UNWTO reserves the right to accept or reject any Bid, to cancel the tender process and reject all Bids at any time prior to the award of the contract, without thereby incurring any liability to the Bidder(s) concerned or any obligation to provide information on the reasons for the decision of the UNWTO.

8 NOTIFICATION OF AWARD AND CONTRACT SIGNING

8.1 Prior to the expiration of the period of bid validity, the UNWTO shall send to the Bidder selected by the evaluation panel the notification of the award of the contract.

8.2 The UNWTO shall send the contract in accordance with the model in Annex II to the successful Bidder for its signature within 10 working days.

8.3 The UNWTO shall notify the other Bidders of the results of the respective evaluations of their bids.

8.4 No information relating to the examination, evaluation and comparison of bids, and recommendations for the award of the contract shall be disclosed to the Bidders until the successful Bidder has been notified of the award of the contract.

8.5 Each Bidder shall have a right to know only the information related its bid.

8.6 To increase the transparency of the process, the UNWTO shall publish all contracts awarded on the website of this Office. The information will include the following: short description of the contract, contract amount, contract date and supplier name.

8.7 Failure by the successful Bidder to comply with the deadline stipulated in clause 8.2 shall be sufficient grounds for the annulment of the award, in which case the UNWTO may award the contract to the Bidder whose evaluation result obtained second place, or launch a new request for tender.

9 OTHER APPLICABLE CLAUSES

9.1.1 Code of Ethics

- 9.1.2 Any attempt by a Bidder to influence the UNWTO and/or the Evaluation Panel in the evaluation and comparison of bids, or the issuance of a purchase order/contract will result in the rejection of its bid.
- 9.1.3 The UNWTO shall reject any proposal for award, or cancel a previously awarded contract, if it determines that the Bidder has engaged in corrupt or fraudulent activities in competing for the contract under this Tender process, or during its performance; and will declare a Bidder ineligible, indefinitely or for a specified period, for the award of a contract with the UNWTO, in such event. For the purposes of this provision, the UNWTO defines as follows the terms set forth below:
- (a) **Corruption:** offering, giving, receiving or soliciting, directly or indirectly, anything of value to influence the action of any employee in the procurement process or performance of the contract;
 - (b) **Fraud:** intentional misrepresentation or concealment of a material fact in order to influence another to act on that fact to their detriment;
 - (c) **Collusion:** agreement or arrangement between Bidders, with or without the knowledge of the UNWTO, designed to establish prices at artificial or non-competitive levels; and
 - (d) **Coercion:** harming or threatening direct or indirect harm to people or their property, in order to influence their participation in the procurement process or affect the execution of a contract.
 - (e) **Illicit Use of Funds:** The Bidder must not be linked to individuals or entities associated with terrorism. In addition, the funds received from the UNWTO under the contract resulting from this process may not be used to support such individuals or entities.

The Bidder understands and agrees that the UNWTO will cross-check the name of the bidder against the lists established by the United Nations and/or its agencies, and reserves the right to reject the bid if the Bidder is found in such lists.

9.1.4 Errors and Omissions

- 9.1.5 No Bidder shall be allowed to take advantage of any errors or omissions in the bidding documents. If a Bidder discovers such errors or omissions, it shall be required to notify the UNWTO.

9.1.6 Request for Clarifications or Complaints regarding the final result of the process

- 9.1.7 Each Bidder may request clarification regarding the result of its own evaluation. To maintain the objectivity of the bidding process the UNWTO will not respond to requests about the bidding process, until the result of the evaluation process has been notified. The request for clarification must be submitted in writing, in a note signed by the Legal Representative of the appellant, identified in the bid, at the address indicated in Clause 3.3.9.
- 9.1.8 The request for clarification must be submitted no later than three (3) business days after receipt of the notification of the outcome of the evaluation process. Any request received after the deadline established above will not be considered.

9.1.9 All requests will be resolved according to the rules of the UNWTO, and therefore the UNWTO will study the request and respond to the concerned party, also in writing, as soon as possible. If the request is deemed to have no merit or once it has been responded to, the case will be considered closed and the process will continue.
