



Pre-Bid Webinar – Request for
Proposal no. LRPS-2025-9199128
for the provision of Travel
Management Services



Hosted by: UNICEF Jordan on behalf of UN Agencies

Date: 14 August 2025

UN Guiding Procurement Principles

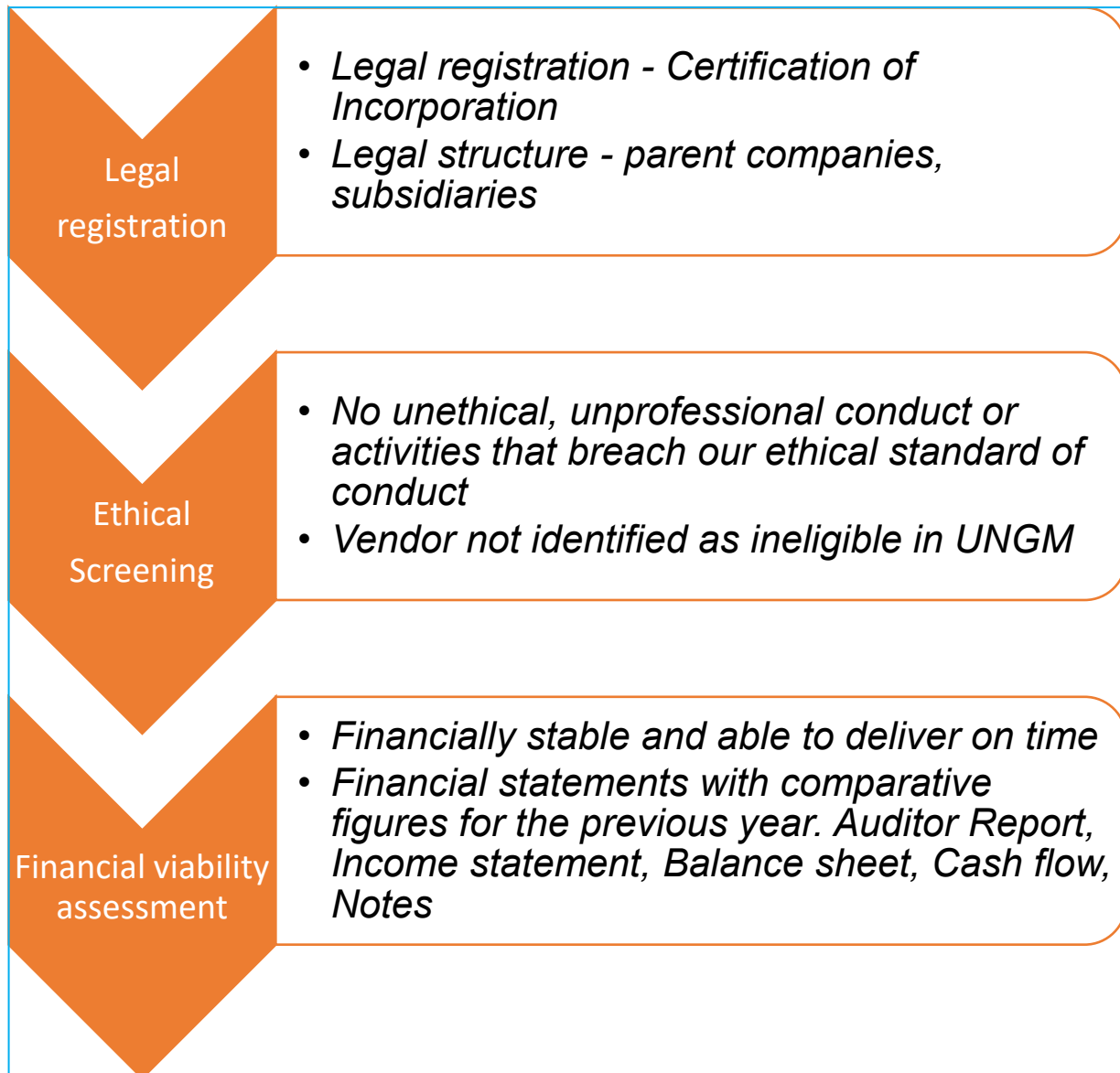
- **Promotion of objectives of UN Agencies**
(fulfilling the mandate, goals and objectives)
- **Fairness, integrity and transparency through competition**
(clear & appropriate regulations/rules applied to all suppliers, fair process, equal treatment of suppliers, transparent system)
- **Economy and effectiveness**
*(meet requirement in terms of quantity, quality, timeliness at the right place.
Economy=minimize cost, Effectiveness=meet end-user interest)*
- **Best value for money**
(Consider the optimum combination of factors in meeting the end user needs; BVM does not mean lowest cost but best ROI)



Indicative Tender Timeline-

S/N	Item	Date
1	RFP Issue	07 Aug 2025
2	Pre-Bid Meeting	14 Aug 2025
5	Deadline for receiving queries	20 Aug 2025
6	Bid Closing Date	01 Sept 2025
7	Evaluation of Bids	2-3 weeks
8	Award of LTA	Oct 2025
UNGM, Vendor Registration, and SEU evaluation		

Vendor Evaluation Scope



Required Documentation



- Certificate of incorporation/registration
- UNGM number (activated by Vendor)
- Two-year complete set of financial statements (preferably audited)

UNICEF Request For Proposal No. 2025 - 9199128 - Establishment Of Long-Term Arrangement For The Provision Of Travel Management Services

UNICEF

UNICEF Request For Proposal no. 2025 - 9199128 - Establishment of Long-Term Arrangement for the provision of Travel Management Services [Request for proposal](#)

[Express Interest](#)

Reference: 9199128

Beneficiary countries or territories: Multiple destinations (see the Countries or territories tab)

Registration level: Basic

Published on: 07-Aug-2025

Deadline on: 01-Sep-2025 11:59 (GMT 3.00)

[UNGM LINK- UNICEF Request For Proposal no. 2025 - 9199128 - Establishment of Long-Term Arrangement for the provision of Travel Management Services](#)

UNICEF JORDAN WEBSITE:

RFP DOCUMENTS SHARED

Documents

Contacts

Sustainability

Countries or territories

UNSPSC codes

[UNICEF LRPS-2025-9199128 Travel Management LTA services for UN Agencies.pdf](#)

[Annex B -TOR for Establishment of LTA for the provision of Travel Management Services.pdf](#)

[Annex C - Pricing Schedule \(Financial Offer.\).xlsx](#)

[Work plan for establishment of LTA for Travel Management Services - Final.xlsx](#)

Download all documents

ANNEX B-Terms Of Reference

a) Background

- Travel is one of the UN's largest controllable expenses
- UNICEF Jordan is leading the procurement process on behalf of other UN agencies
- **Annual ticket spend:** USD 2–3 million (2022–2025)
- **Goal:** Establish LTAs with multiple qualified travel agents
- **Type:** Long-Term Arrangement (LTA)
- **Duration:** 24 months + possible 24-month extension
- **Scope:** International and domestic travel services for UN personnel

b) Scope Of Services

- Air travel reservations and ticketing
- 24/7 emergency support
- Travel document compliance
- Booking management and amendments
- Travel advisories and disruption handling
- Group travel coordination
- Accessible travel services
- VIP and supplementary services

c) Key Deliverables

- Minimum 3 itinerary options per request
- Transparent fare breakdowns
- Timely ticket issuance (within 24 hours)
- Emergency support and rebooking
- Monthly and quarterly reporting
- Dedicated travel experts and account manager

D) PERFORMANCE METRICS

- 95% service level compliance
- Booking accuracy and timeliness
- Transparent invoicing
- Competitive pricing
- Responsiveness and accessibility
- Complaint resolution within 7 days

E) EVALUATION CRITERIA

Technical (70 points):

- Company profile, experience, systems, team composition methodology, etc
- Presentation and interviews

Financial (30 points):

- Lowest price gets max points
- Others scored proportionally

Request for Proposal (RFP) Form

This FORM must be completed, signed and returned to UNICEF. Proposal must be made in accordance with the instructions contained in this Request for Proposal for Services (RFP).

TERMS AND CONDITIONS OF CONTRACT

Any Contract resulting from this RFP shall contain UNICEF General Terms and Conditions for Institutional and Corporate Contracts and any other Specific Terms and Conditions detailed in this RFP.

INFORMATION

Any request for information regarding this RFP must be forwarded by email to the person who prepared this document, with specific reference to the RFP number.

The Undersigned, having read the Terms and Conditions of RFP No. LRPS-2025-9196138 set out in the attached document, hereby offers to execute the services specified in this document.

Currency of Proposal: _____

Validity of Proposal: _____

Please indicate which of the following Early Payment Discount Terms are offered by you:

10 Days 3.0% _____ 15 Days 2.5% _____ 20 Days 2.0% _____ 30 Days Net _____
Other _____

Declaration

The undersigned, being a duly authorized representative of the Company, represents and declares that:

		YES	NO
1.	The Company and its Management have not been found guilty pursuant to a final judgment or a final administrative decision of any of the following:		
	a. fraud	<input type="checkbox"/>	<input type="checkbox"/>
	b. corruption	<input type="checkbox"/>	<input type="checkbox"/>
	c. conduct related to a criminal organisation	<input type="checkbox"/>	<input type="checkbox"/>
	d. money laundering or terrorist financing	<input type="checkbox"/>	<input type="checkbox"/>
	e. terrorist offences or offences linked to terrorist activities	<input type="checkbox"/>	<input type="checkbox"/>
	f. sexual exploitation and abuse;	<input type="checkbox"/>	<input type="checkbox"/>
	g. child labour, forced labour, human trafficking;	<input type="checkbox"/>	<input type="checkbox"/>
	h. irregularity (non-compliance with any legal or regulatory requirement applicable to the Company or its Management).	<input type="checkbox"/>	<input type="checkbox"/>

*Management Team includes those persons in both executive and non-executive positions who are responsible for the conduct, financial, administrative management and other activities of the company, including management activities, reports on financial statements, and existing transactions.

General Terms and Conditions

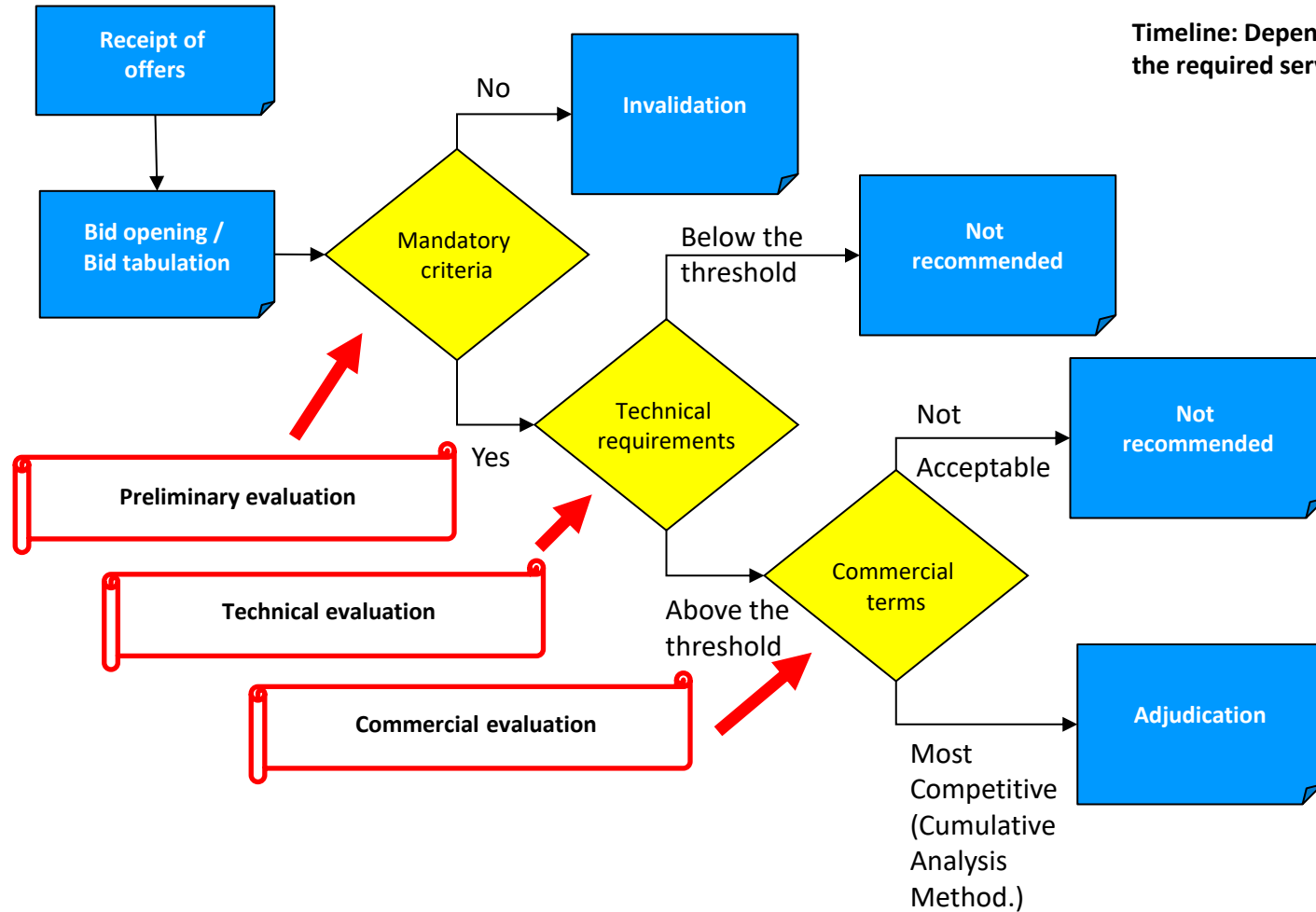
- Signing of “Request for Proposal Form” comprises acceptance of
- [UNICEF General Terms and Conditions](#)
- [including UN Supplier Code of Conduct](#)
- Any reservations / exceptions / deviations to be clearly highlighted in your proposal.

ANNEX C: Financial Proposal template

- **Please use the Pricing Schedule to guide you on the financial offer.**

Air Carrier
Cost description
Other services

EVALUATION OF THE OFFERS



Timeline: Depends on the complexity of the required services.

KEY POINTS TO REMEMBER

Questions and Clarifications

Proposers may request clarifications (by 20 Aug 2025, by email). to:
Lajaber@unicef.org & jco-procurement@unicef.org

Submission Mode

Offers to be sent by email, by 01 Sept 2025 @ 11:59am, **only** to:
JORDANBIDS@UNICEF.ORG

No Public Opening

Separate openings for Technical Proposals and Financial Proposals due to nature of RFP.

Questions Received so far

- Are the discount rates to be provided by us (the bidder), or should they be obtained directly from the listed airlines?
- Could the UN issue letters to the respective airlines, informing them that our agency is an authorized vendor and is eligible to apply the UN discount rates?
- If the rates are to be provided by us, are there any guidelines or benchmarks the UN expects for these discounts?

Thank you!

Shukran!

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