REQUEST FOR PROPOSAL (RFP)

POST-PANDEMIC TRAVEL ENHANCEMENT INITIATIVE AT THE ASIAN DEVELOPMENT BANK

1. Overview of ADB

The Asian Development Bank (ADB), a multilateral development bank, was established in 1966 under the Agreement Establishing the Asian Development Bank (the Charter, https://www.adb.org/documents/agreement-establishing-asian-development-bank-adb-charter). ADB is owned by 68 members, 49 of which are regional members, including Japan, Australia and New Zealand, providing 63.4% of its capital and 19 non-regional members, including the United States, Canada and 17 European countries, providing 36.6% of its capital. ADB’s headquarters (HQ) is in Manila, Philippines and it has 30 Field Offices (FO) – 27 in the Asia-Pacific region, and 3 representative offices in Germany, Japan, and United States of America.

2. Background of the Request for Proposal

2.1 The Procurement and Contracts Administration Division (CSPC), Corporate Services Department at the Asian Development Bank (ADB) is responsible for procuring goods and services to support the institutional needs of the ADB and its various units at its Headquarters in Manila, Philippines. The group works with the Travel Unit (CSIS-Travel) in procuring service providers to assist in delivering high value services to ADB and our travelers.

2.2 As the Travel Unit has been advocating the adoption of modern practices in Travel Management, ADB has changed and improved its travel processes and is currently in the midst of a rollout of Concur Travel and Expense and Virtual Credit Cards. These initiatives are part of a larger program including the procurement and fulfillment of Travel services and related categories.

2.3 With this, a Consulting Firm is needed to be engaged to evaluate the current travel operation to maintain cost control, vastly improve the traveler experience, and update our operations and policies to use current technology and user enhancements.

2.4 Proposals will be evaluated, and a Contract will be awarded to the Bidder/s with the highest score in the combined technical and financial evaluation. ADB reserves the right to select and award a Contract to more than one Bidder based on the ranking in the overall evaluation score.
In addition to this document, the RFP includes the following documents:

a) Terms of Reference - Appendix 1
b) Proposal Form - Appendix 2
c) Technical Proposal Form - Appendix 3
d) Financial Proposal Form - Appendix 4
e) Form of Secretary’s Certificate - Appendix 5
f) Bid Securing Declaration - Appendix 6
g) Evaluation Criteria - Appendix 7
h) Letter of Acceptance of Proposal template - Appendix 8
i) Indicative Timeline for Bidding and Contract Processing - Appendix 9
j) List of ADB Eligible Member Countries - Appendix 10

The Terms of Reference (Appendix 1) is the basis for the RFP for this project and provides the set of minimum standards that need to be met, which can be refined in consultation with ADB.

3. Eligibility

The Bidder must:

(i) Have the nationality of eligible country in accordance with Appendix 10: List of ADB Eligible Member Countries. The Bidder will be deemed to have the nationality of a Member Country if he/she is a citizen, or is constituted, or incorporated, and operates in conformity with the provisions of the laws of that country;

(ii) Have at least ten (10) years of relevant minimum work experience in travel management with similar private and public sector clients, and institutions that have a comparable corporate operation to that of ADB;

(iii) Has the ability to travel to ADB Headquarters in Manila for the on-site work as required by the project

(iv) Have an active participation with GBTA or other similar professional trade organizations

(v) Have not been sanctioned nor be ineligible to enter transactions with ADB or any other multilateral development bank or institution;

(vi) Have not been under a declaration or record of ineligibility for corrupt and/or fraudulent practices issued or kept by ADB.
4. Composition of Proposal

4.1 The Proposal shall consist of and be structured as follows:
- Completed Proposal Form - Appendix 2
- Completed Technical Proposal Form - Appendix 3
- Completed Financial Proposal Form - Appendix 4
- Form of Secretary’s Certificate - Appendix 5
- Bid Securing Declaration - Appendix 6

4.2 The completed Proposal shall be without interlineations or erasures except those errors made by the Bidder required to be corrected, in which case the erasures and interlineations will be initialed by the person or persons signing the Proposal.

4.3 ADB is not bound to accept the lowest priced Proposal or any Proposal, nor is it obliged to give any reason for the rejection of any Proposal.

4.4 ADB, at its discretion, may require shortlisted Bidder/s to conduct a presentation (including a Q&A) of their Proposal and may negotiate for the best offer as part of the selection process prior to Contract award.

5. Language

The proposal and all related correspondence between the Bidder(s) and ADB, are in English.

6. Interest to Submit a Proposal

6.1 Submission of the complete Proposal is through ADB’s eProcurement system.

6.2 Interested Bidders must send their complete contact details (i.e. complete name, address, email address, and telephone number) to ralberto@adb.org, with copy to gmabulay@adb.org for access to the eProcurement system and for future correspondences related to this RFP. Bid Bulletins will only be shared to Bidders who have provided their contact details.

7. Request for Information and Clarifications on RFP

Bidders may also request clarification of any contents of the RFP no later than 29 August 2022. Any request for clarification must be sent through email also via iprocurement@adb.org, with copy to ralberto@adb.org and at gmabulay@adb.org. ADB will respond through email. All of the Bidders on record will be provided with the response (including an explanation of the query but not the inquiry source). Should ADB
decide to amend the RFP as a result of a clarification, it does so following the procedure below.

8. **Amendment of RFP**

   At any time before the deadline for submitting proposals, ADB may amend the RFP. Bidders shall be notified via bid bulletin(s), and it will be binding on them. Bidders shall acknowledge receipt of the bid bulletin(s). To give Bidders reasonable time to incorporate amendments in their proposals, ADB may, if the amendment is substantial, extend the deadline for submitting proposals. ADB can extend proposal deadlines at its discretion.

9. **Currency**

   Bidders may express their financial proposal in US Dollars (USD).

10. **Cost of Proposal**

   The Bidders will bear all the costs associated with the preparation and delivery of its Proposal, and ADB will in no case be responsible for such costs.

11. **Proposal Validity**

   The Proposal shall remain valid for a period of one hundred twenty (120) calendar days from the specified deadline for the submission of Proposal.

12. **Bid Securing Declaration**

   ADB will waive the bid security requirement, provided that the Bidder signs the Bid Securing Declaration (Appendix 6) accepting that, if the Bidder withdraws or modifies its Proposal during the period of validity, or the Bidder is awarded the Contract, and it fails to sign the Contract, then the Bidder will be disqualified from bidding in any or all future Contract with ADB.

13. **Signing**

   A person duly authorized to bind the Bidder to the Contract will sign the Proposal. Proof of authorization will be furnished in the form of a Secretary’s Certificate (Appendix 5) or Written Power of Attorney, or any equivalent document, which will accompany the Proposal. The name and position held by the person signing the authorization and the duly authorized person must be typed or printed below the signature.

---

1 Bid and Proposal are synonymous in this RFQ.
14. **Proposal Submission and Deadline**

14.1 The Proposal shall be submitted via ADB’s eProcurement system on or before 12:00 NN (Manila time) on **13 September 2022** per time stamp of our eProcurement system.

14.2 The Proposal shall be in an **unreadable** PDF format.

15. **Late Proposals**

The eProcurement system will not allow any submission past the deadline. ADB will not be able to consider any Proposal after the deadline for submission of Proposals.

16. **Modification and Withdrawal of Proposals**

The Bidder may modify or withdraw its Proposal after Bid submission, provided that written notice of the modification or withdrawal is received by ADB, prior to the deadline for the submission of Proposals. The Bidder’s modification or withdrawal notice will be prepared, sealed, marked and delivered in accordance with the provisions of Section 14 with the email additionally marked “MODIFICATION” or “WITHDRAWAL,” as appropriate.

No Proposal may be modified subsequent to the deadline for submission of Proposals. No Proposal may be withdrawn in the interval between the deadline for submission of Proposals and the expiration of the period of Proposal validity specified by the Bidder on the Bid Form.

17. **Opening of Proposals**

ADB shall prepare a record of the opening of the Technical and Financial Bids that shall include, as a minimum: the name of the Bidder, whether there is withdrawal, substitution or modification; the presence of Bid Securing Declaration and other documents as per Composition of the Proposal.

18. **Proposal Evaluation**

18.1 ADB shall determine whether each Bid submitted by a qualified Bidder is (i) properly signed; (ii) the same name of company invited to participate in the RFP process, if applicable; (iii) substantially responsive to the requirements of the bid documents; (iv) arithmetic errors in computation were made in the bids; and (v) the Bids are otherwise generally in order. ADB may, based on factual justification and in consideration of requirements for competition and transparency, waive minor and/or administrative deficiencies in Bidders’ submissions.
18.2 A substantially responsive Bid is one that conforms to all terms, conditions and specifications of the RFP Documents without material deviation or reservation. A major deviation would normally occur when (i) the scope, quality or performance of the Works offered substantially differ from the Bid Documents; (ii) the Bid offer limits in any substantial way, ADB’s rights or the Bidder’s obligations under the Contract; or (iii) any rectification would unfairly affect the competitive position of other Bidders with substantially responsive Bids. A major deviation shall result in the rejection of the Bidder’s Bid. A Bid that is not substantially responsive to the Bidding documents or contains inadmissible reservations shall be rejected. A Bid shall be rejected if it is determined to contain an omission or misrepresentation that is determined by ADB, to amount to an integrity violation of ADB’s Anticorruption Policy.

18.3 The Proposals will be evaluated based on the set criteria as indicated in Appendix 7.

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Proposal</td>
<td>60% [comprised of various criteria]</td>
</tr>
<tr>
<td>Financial Proposal</td>
<td>40% [based on proposed fee structure]</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

The Proposals will be evaluated by ADB to determine capability of the Bidder to render the Service, based on the evaluation system framework established by ADB. Evaluation will be based on the technical evaluation committee’s consensus on the Proposal of the Bidder.

18.4 Upon initial evaluation of the Proposals, select Bidders will be shortlisted. A minimum of three (3) Bidders will be included in the shortlist based on the initial overall evaluation score and ranking. All Proposals of shortlisted Bidders must be deemed satisfactory by ADB during the initial evaluation. Final count of shortlisted Bidders will be at ADB’s discretion.

18.5 The Technical Proposal for these shortlisted Bidders will be comprised of the submitted written proposal and a corresponding presentation, if required, detailing the written proposal. The presentation followed by a Q&A session is to be conducted via Video Conference, with details (date, time, etc.) for the presentation to be provided by ADB to these shortlisted Bidders. A copy of the Contract template will also be provided to these shortlisted Bidders for their review and discussion, as needed.

18.6 To assist in the examination, evaluation and comparison of Proposals, ADB may, at its discretion, ask any Bidder for clarification of its Proposal. The Bidder should provide full cooperation if ADB deems necessary to do so.
18.7 No Bidder shall contact ADB on any matter relating to its Proposal from the time of the opening of the Proposal to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of ADB, it should do so in writing.

18.8 Any effort by the Bidder to influence ADB in ADB’s Proposal evaluation, Proposal comparison or contract award decisions may result in: (i) the rejection of the Bidder’s Proposal; and (ii) disqualification of the concerned Bidder to Bid for future procurement by ADB.

18.9 During the Bid evaluation, ADB reserves its right to negotiate the Proposal, including rates, with a view to obtain the best value for money for ADB. The negotiation may cover any aspect of the Bidder’s Proposal.

19. Non-conformities, Errors and Omissions

19.1 Provided that a Proposal is substantially responsive, ADB may waive any non-conformity or omission in the Proposal that does not constitute a material deviation.

19.2 Provided that a Proposal is substantially responsive, ADB may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial non-conformities or omissions in the Proposal related to documentation requirements. Such omission will not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.

19.3 In case of discrepancies between price given in words and that given in figure for the same item, the prices given in words will prevail. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price per item that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price per item will be corrected. If there is a discrepancy between the Total Amount stated in the Proposal Form and the sum of the total price per item, the sum of the total price per item shall prevail and the Total Amount will be corrected. If the Bidder does not accept the corrected amount of Proposal, its Proposal will be considered as withdrawn, and the Bidder will be disqualified to bid for any future projects of ADB.

20. Award

20.1 Based on the technical and financial evaluation of each Bidder’s proposal, the Bidder that offered the best over-all value, with a substantially responsive and complying Bid, and the highest score in the overall evaluation will be selected. ADB reserves the right to award a Contract based on the ranking per the Bid Evaluation results.
20.2 ADB reserves its right to negotiate the terms and conditions of the agreement (including fees, as applicable) with a view to obtain the best value for ADB.

20.3 ADB shall notify the successful Bidder by a Letter of Acceptance of Proposal (Appendix 8) that its Bid has been accepted.

21. Execution of the Contract

21.1 The Bidder to whom the Contract is awarded is required to enter into and execute a Contract in accordance with the form, conditions and requirements in the Request for Proposal within fifteen (15) calendar days from the date the Bidder receives ADB’s Letter of Acceptance of Proposal.

21.3 Upon receipt of the Letter of Acceptance of Proposal, or when deemed applicable by ADB, the selected Bidder/s shall be invited to complete all necessary steps to register, if not already done so, in ADB’s Supplier Information Management (SIM) module in the eProcurement System within 14 days. The registration in SIM is a pre-requisite for issuance of the Contract.

21.4 ADB, as necessary, may include among the conditions of contract requirements that the Bidder, suppliers, consultants, contractors, service contractors and concessionaires will allow ADB to:

(i) inspect their accounts and records and other documents relating to the submission of Proposals and contract performance and have them audited by auditors appointed by ADB;

(ii) require them to respond to questions or to produce any document necessary for the investigation of allegations of integrity violation;

(iii) require their employees or agents to respond to questions or produce any document necessary for the investigation of allegations or integrity violation; and

(iv) require them, as well as their employees or agents, to report to the Office of Anticorruption and Integrity (OAI) suspected integrity violations of which they have knowledge or become aware in relation to the Bidding process, negotiation, or execution of a contract.

If the successful Bidder refuses or fails to enter into Contract by use of the Contract Agreement, ADB has the right to disqualify the Bidder to Bid for any future projects of ADB.
22. Confidentiality/Non-disclosure

22.1 The information contained in this Request for Proposal, or accumulated through other written or verbal communications, is confidential. It is for information purposes only and is not to be disclosed or used for any other purpose. All information contained herein is private and is protected by law.

22.2 Information received in response to this RFP Documents will be held in strict confidence and will not be disclosed to any party other than ADB without written consent. A non-disclosure agreement can be arranged, if requested.

23. ADB’s Anticorruption Policy

ADB’s Anticorruption Policy requires borrowers (including beneficiaries of ADB-financed activity), as well as Bidders, suppliers, and contractors under ADB-financed Contracts, observe the highest standard of ethics during the procurement and execution of such Contracts. In pursuance of this policy, the ADB:

(i) defines, for the purposes of this provision, the terms set forth below as follows:

   (a) “corrupt practice” is the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party.

   (b) “fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.

   (c) “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.

   (d) “collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party.

(ii) will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract;

(iii) will sanction a party or its successor, including declaring ineligible, either indefinitely or for a stated period of time, to participate in ADB-financed activities if it at
any time determines that the firm has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, an ADB-financed Contract, the sanction of which will include but not be limited to the execution of the penalties set forth under the Bid Securing Declaration or forfeiture of performance security whichever is applicable, depending what stage of the project when collusion was discovered; and

(iv) will have the right to inspect the accounts and records of the Contractor relating to the performance of the Contract and to have them audited by auditors appointed by ADB.

24. Conflict of Interest

ADB considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party’s performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitute a prohibited practice under ADB’s Anticorruption Policy. In pursuance of ADB’s Anticorruption Policy’s requirement that Borrowers (including beneficiaries of Bank-financed activity), as well as Bidders, suppliers, and Contractors under Bank-financed Contracts, observe the highest standard of ethics, ADB will take appropriate actions, which include non-financing of the Contract, if it determines that a conflict of interest has flawed the integrity of any procurement process. Consequently all Bidders found to have a conflict of interest will be disqualified. A Bidder may be considered to be in a conflict of interest with one or more parities in this Bidding process if, they:

(i) have controlling shareholders in common; or

(ii) receive or have received any direct or indirect subsidy from any of them; or

(iii) have the same legal representative for purposes of a Bid; or

(iv) 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 a Bid of another Bidder, or influence the decisions of ADB regarding the bidding process;

(v) have submitted more than one Bid in the bidding process, except where alternative offers may be permitted under the Bidding Documents; this does not limit the participation of subcontractors in more than one Bid, or Bidders and subcontractors in more than one Bid, or as Bidders and subcontractors simultaneously; or

(vi) have participated as a consultant in preparing the design or technical specifications of the goods and related services or works that are the subject of a Bid.
25. **Penalties on Collusion**

(i) If any Bidder is found to have colluded with other Bidders to fix the Bid prices prior to award of Contract, the Bidder will be disqualified to bid for any future projects of ADB.

(ii) If the collusion with other Bidders to fix the Bid prices is discovered after award of Contract, ADB has the right to impose the following penalties on the Successful Bidder:

(a) The Contract will be terminated by ADB immediately;

(b) The Performance Security will be withheld by ADB and will be called upon for deduction to meet all costs that are incurred due to termination of the Contract and re-Bid processes; and

(c) In addition, the Successful Bidder will be disqualified to Bid for any future projects of ADB.

26. **ADB’s Right to Accept or Reject Any Proposal**

ADB reserves the right to accept or reject any Proposal, and to annul the process and reject all Proposals at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder/s or any obligation to inform the affected Bidder/s of the grounds for ADB’s action. This RFP does not entail any commitment on the part of ADB, either financial or otherwise.
Terms of Reference (TOR) for the Post-Pandemic Travel Enhancement Initiative at the Asian Development Bank

A. Background

1. The Asian Development Bank (ADB) is a multilateral development institution established in 1966 under the Agreement Establishing the Asian Development Bank (the Charter, https://www.adb.org/documents/agreement-establishing-asian-development-bank-adb-charter). ADB is owned by 68 member countries. ADB’s headquarters (HQ) is in Manila, Philippines and it has 30 field offices (FO), 27 of which are in the Asia-Pacific region and one representative office each in Germany, Japan, and the United States of America.

2. Business travel is fundamental to performing the official functions of ADB and achieving ADB’s mission. In 2018-2019, ADB bought 22,161 airline tickets (primarily international) and 59,000 hotel room nights during the same period. With a phased return to hybrid working during the second half of 2022, travel frequency is expected to return to pre-COVID-19 levels relatively quickly. In addition to business travel, and given the international staff composition within ADB, home country travel and leisure travel to and from ADB’s HQ in Manila, Philippines is also significant.

3. ADB’s policies and procedures relating to business travel are set out in ADB’s Administrative Order 4.01 which was last updated in August 2022. More recently, ADB introduced virtual credit cards for the efficiency and convenience of ADB’s traveling staff and consultants. ADB is also in the process of rolling out SAP Concur which is expected to go live in August 2022.

4. With ADB’s travel levels expected to gradually return to pre-pandemic levels, ADB is commencing a Post Pandemic Travel Enhancement Initiative (Initiative) to holistically review ADB’s current travel processes, procedures, and engagement with the travel industry to ensure that ADB is obtaining the best value for money, best travel experience and sustainability for its considerable annual expenditure on flights, hotels, and ancillary travel services.

B. Purpose and Objectives

5. ADB’s purpose and objective for the Initiative is transform its travel operations into a robust and sustainable world class travel program that (a) optimizes savings and value for money; (b) obtains optimal arrangements with service providers including airlines and hotels; (c) encourages the use of the latest technologies, including ADB’s recent investment in SAP Concur; (d) delivers an exceptional personalized travel experience; and (e) reduces the environmental impact of ADB’s travel program.

C. Scope of Work – Detailed Tasks:

6. The advisory firm will be engaged to support the Initiative and develop an implementation strategy and plan which will include the following scope of work:

   (a) Undertake a comprehensive review of ADB’s current travel operations to:

       (i) understand ADB’s unique travel requirements, patterns and challenges, including multiple carrier tickets, complex visa requirements, diplomatic privileges, restricted payment mechanisms, disparate travel operations and geographical locations of its FOs and developing member countries;
(ii) assess ADB’s current approach to business travel through a SWOT or similar analytical model in view of the critical importance of travel to ADB’s mission and operations;

(iii) assess the commercial terms of ADB’s relationship with its principal services providers including airlines and hotels to determine whether ADB is achieving terms, conditions, benefits, and perks commensurate with its position as one of the largest purchasers of premium airline tickets and hotel rooms in the Philippines;

(iii) determine whether ADB is leveraging its global presence and multiple FOs to its best advantage; and

(iv) assess ADB’s travel program from a business continuity, environmental and sustainability perspective.

(b) Compare and benchmark ADB’s travel program with other international financial institutions (IFIs), international agencies, Fortune 500 companies and other organizations with a similar travel footprint to ADB; and

(c) Based on the foregoing factors and assessments and other factors that the advisory firm considers to be necessary or advisable, the advisory firm will be expected to:

(i) develop an implementation strategy and plan for ADB to effectively enhance and manage its post pandemic travel program for the next five to ten years;

(ii) provide clear and concrete proposals and recommendations on the most feasible, cost efficient and effective strategy and plan to ensure that ADB’s travel program is set up in the most optimal manner in terms of: the in-house travel management unit and external travel agents; the number of airlines and hotels which ADB has corporate arrangements with and manner in which ADB can ensure that such service providers are providing their best price, inventory and availability, services and perks for ADB’s business travelers; and

(iii) advise on how ADB should leverage its business travel to facilitate and elevate self-funded personal and leisure travel for ADB staff, dependents, and consultants.

D. Deliverables and Payment Milestones

7. The advisory firm is expected to deliver the following outputs in a timely manner. Payments shall be made upon completion of the specified milestones in the percentages set out below contract):

(a) Inception report covering the scope of work and outputs specified in paragraph 6(a) above (20% payment);

(b) Mid-term report covering the scope of work and outputs specified in paragraph 6(b); and the advisory firm’s findings and feedback on ADB’s anticipated business priorities, travel requirements and challenges (30% payment);
(c) Submission of draft final report covering the scope of work and outputs specified in paragraph 6(c) above and incorporating the findings of the reports in subparagraphs 8(a) and (b)) for ADB’s review and comments (20% payment); and

(d) Submission of final report incorporating ADB’s comments and feedback to the satisfaction of ADB (30% payment).

8. The advisory firm will provide regular updates on the progress of the assignment, including (i) bi-weekly work status reports to be submitted to the Advisor and Head, Corporate Procurement (CSPC) of ADB’s Corporate Services Department (CSD); (ii) monthly updates to be provided to the Director General, CSD; and (iii) outcome and findings of meetings and feedback sessions held with ADB’s management and business travel users.

9. At the end of the assignment, the advisory firm will also turn over the following documents to ADB: Transcripts of interviews and workshops; questionnaires; and other working papers.

E. Timeframe and Working Arrangements

10. This assignment is estimated to require a maximum of 10 weeks to complete. The advisory firm will be expected to provide a proposed schedule as part of its bid submission.

11. The advisory firm will be required to describe in detail how each phase of the work outlined in the TOR will be implemented. The firm will be expected to work closely with ADB throughout the process of carrying out the proposed services.

12. The advisory firm is expected to (a) clearly understand ADB’s travel policies and procedures, including Administrative Order 4.01; (b) conduct meetings with ADB Management, relevant Heads of Departments, Directors, and Department representatives on aspects that will contribute to the successful completion of the assignment including to obtain deeper understanding of ADB’s business priorities, travel requirements and challenges; (c) travel to and spend time at ADB’s HQ in Manila, Philippines for direct engagement with ADB’s Travel Unit, understand the day-to-day activities on the Travel Unit and engage with stakeholders in ADB.

F. Qualifications and Experience

13. The advisory firm should assign a team commensurate with the work involved and deliverables required and led by an executive level manager. The team should include expertise in corporate travel management, travel policy, visa arrangements, airlines, hotels and sustainability.

14. During the selection process, we will request the following initial information from interested advisory firms:

(a) clear demonstration of the methodology on how the advisory firm will address the objectives of the engagement and the minimum work expectations;

(b) number and qualifications of resources to be designated for the assignment; and

(c) estimates of number of visits to ADB HQ required by the advisory firm.
PROPOSAL FORM

Post-Pandemic Travel Enhancement Initiative at the Asian Development Bank

To: Asian Development Bank
6 ADB Avenue, Mandaluyong City
1550 Metro Manila, Philippines

Attention: Advisor, CSD and Head
Procurement and Contracts Administration
Corporate Services Department

I/We, the undersigned, declare that:

(a) I/We have examined and have no reservations to the Bid Documents;
(b) I/We offer to provide the Goods and Services in conformity with the Bid Documents;
(c) My/Our Bid shall be valid for a period of sixty calendar (60) days from the date fixed for the bid submission deadline in accordance with the Bid Documents, and it shall remain binding upon myself/us and may be accepted at any time before the expiration of that period;
(d) I/We confirm that I/We am/are financially qualified and compliant to bid for this project in accordance with the minimum requirements for qualification of bidders for this project;
(e) If y/our Bid is accepted, I/we commit to obtain a Performance Security in the amount of ten percent (100%) of total Contract price for the due performance of the Contract;
(f) I/We are not participating, as Bidders, in more than one Bid in this bidding process in accordance with the Bid Documents;
(g) My/our firm, its affiliates or subsidiaries, including any subcontractors or suppliers for any part of the Contract, has not been declared ineligible by the ADB;
(h) I/We understand that this Bid, together with your written acceptance thereof included in your Letter of Acceptance of Bid, shall constitute a binding contract between myself/us, until a formal Contract is prepared and executed;
(i) I/We understand that you are not bound to accept the lowest bid or any other bid that you may receive.

Yours truly,

____________________________________
(Name and Signature of Authorized Officer)

____________________________________
(Designation of Authorized Officer)

____________________________________
(Name of Bidder/Company)

____________________________________
(Business Address)

____________________________________
(Telephone Number/Facsimile Number/Email)
## TECHNICAL PROPOSAL FORM

### A. BIDDER’S INFORMATION SHEET

<table>
<thead>
<tr>
<th>Bidder’s Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Bidder’s legal name</td>
<td></td>
</tr>
<tr>
<td>In case of joint venture, legal name of each partner</td>
<td></td>
</tr>
<tr>
<td><strong>Bidder’s information:</strong></td>
<td></td>
</tr>
<tr>
<td>a. Legal address in country of constitution</td>
<td></td>
</tr>
<tr>
<td>b. Internet Website</td>
<td></td>
</tr>
<tr>
<td>c. Contact Numbers</td>
<td></td>
</tr>
<tr>
<td><strong>Bidder’s year of independent legal existence as a validly registered company</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Bidder’s contact person for this Request for Proposal</strong></td>
<td></td>
</tr>
<tr>
<td>(name, title and function, contact numbers, e-mail address)</td>
<td></td>
</tr>
<tr>
<td><strong>Bidder’s authorized representative and signatory</strong></td>
<td></td>
</tr>
<tr>
<td>(name, title and function, contact numbers, e-mail address)</td>
<td></td>
</tr>
<tr>
<td><strong>Company’s Net worth</strong></td>
<td></td>
</tr>
<tr>
<td>Year 2019</td>
<td></td>
</tr>
<tr>
<td>Year 2020</td>
<td></td>
</tr>
<tr>
<td>Year 2021</td>
<td></td>
</tr>
</tbody>
</table>

**Required attachments are copies of the following documents:**

- 1. In case of single entity, articles of incorporation or constitution of the legal entity named above
- 2. Audited financial statements from 2019 to 2021
- 3. Details regarding ownership, capital structure, and key stakeholders
- 4. In case of Joint Ventures, letter of intent to form JV or copy of JV agreement, including authorization to represent the firm or JV named in above.
- 5. In case of a government-owned entity, any additional documents not covered under 1 above
<table>
<thead>
<tr>
<th>Bidder’s Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Worldwide locations (i.e., branches and representative offices)</strong></td>
</tr>
<tr>
<td>Supporting documents may be attached to enumerate this information</td>
</tr>
<tr>
<td><strong>Description of current ownership and capital structure</strong></td>
</tr>
<tr>
<td>Supporting documents may be attached for this information</td>
</tr>
<tr>
<td><strong>Provide a timeline of past changes to the ownership or organization structure. Also include if there are any planned changes to the ownership or organization structure</strong></td>
</tr>
<tr>
<td>Supporting documents may be attached for this information. If there have been no changes in ownership or organizational structure, indicate none.</td>
</tr>
<tr>
<td><strong>Active participation with Global Business Travel Association, or other similar professional trade organizations related to procurement, spend and travel management</strong></td>
</tr>
<tr>
<td><strong>Indicate affiliations and any business relationships with Travel Management companies</strong></td>
</tr>
<tr>
<td><strong>Please provide information with regard to your regulatory/supervisory environment. Disclose legal or regulatory disputes, if any, in the last three years that your organization has been involved in.</strong></td>
</tr>
</tbody>
</table>
B. TECHNICAL BID QUESTIONNAIRE

INSTRUCTIONS FOR THE SUBMISSION FOR THE TECHNICAL BID PROPOSAL FOR THE POST-PANDEMIC TRAVEL ENHANCEMENT INITIATIVE AT ADB:

The proposal should be designed to allow ADB to:

(i) Understand the Consulting Firm’s capability to undertake the Services; and
(ii) Assess proposed personnel, methodology, indicative performance and other such elements for the required services

ADB will provide feedback, in principle, no later than 25 working days after deadline for submission of the proposals.

The Consulting Firm is requested to prepare a Proposal based on the minimum required information as indicated in the Technical Bid Questionnaires, and as aligned with the Terms of Reference.

Notes:

1. Bidders are encouraged to attach documents to substantiate provided information.

2. The Consulting Firm may submit supplementary documents provided the scope specified in the TOR of this RFP are satisfied.

3. Note that ADB may request shortlisted Bidders to present details of the Proposal through presentation followed by a Q&A session as part of the technical evaluation. Details (date, time, etc.) for the presentation will be provided by ADB.
TECHNICAL BID QUESTIONNAIRE

1. Organization

1.1 Name, address, telephone, fax number and website
1.2 Main contact person, telephone and e-mail address
1.3 Worldwide locations (i.e., branches and representative offices)
1.4 Current ownership and capital structure
1.5 Affiliations and business relationships with other Travel Management companies
1.6 Provide information regarding the firm’s regulatory/supervisory environment. Disclose legal or regulatory disputes/pending investigations, if any in the last three years, that your organization has been involved in.

2. Experience

2.1 Real world case samples. Provide at least 2 projects (case samples) that the firm has previously handled that are of the same scope and/or of a similar magnitude as the work described in the Terms of Reference. Describe in detail the scope of the services rendered, the situation of the company’s travel operations, the project’s complexity, the desired end state and the solution presented.

2.2 Experience in working with organizations that have a multi-national and multi-geographical profile. List and describe the organizations/clients that you have worked with that share a similar profile with ADB in terms of the multi-national / multi-geographical profile of the Bank.

3. Travel Management Review and Strategy Solution

3.1 Describe the operational procedures and methodologies that the firm intends to apply for the comprehensive review of ADB’s current travel operations. Provide a timeline detailing the important activities and milestones considering but not limited to, the following:

3.1.1 data collection for understanding the unique travel requirements, patterns and challenges of ADB’s travel operations
3.1.2 identification of quick wins
3.1.3 improving and optimizing the use of the Concur system
3.1.4 options and solutions to standardize processes, interfaces, best practices, operations, and user experience across the whole ADB travel landscape (including the ADB locations across Asia, Europe, North America and the Pacific)
3.1.5 review organization spend, patterns and policies for potential optimization points
3.1.6 identify initiatives that can optimize spend and operational strategies using the latest technological and service offerings
3.1.7 Visa Service operations to identify potential improvements in Manila
3.2 Provide your firm’s Corporate Social Responsibility (CSR) policy. The Asian Development Bank is committed to responsible and sustainable sourcing practices, describe how your firm’s CSR policy can factor into the solution that will be presented to ADB that can in turn support ADB’s commitment to responsible and sustainable practices.

3.3 Describe the firm’s capacity / capability to present options for managing Visa requirements of an organization on a multi-geographical setting. How will this be an advantage to the solution that will be presented to ADB?

4. Geographical Reach and Capacity

4.1 Provide a list of countries that the firm currently has an office or presence or has access to. Describe the firm’s capability to access different countries and markets.

5. Project Staff Deployment

5.1 Provide a list of the personnel to be assigned in this project, consistent with the roles shown in the organizational chart. Attach the Curriculum Vitae (CV) of each personnel specifying the years of work experience, educational qualifications, professional affiliations, and licenses for each position. The CVs shall demonstrate the suitability of personnel assigned to the project in terms of qualification and experience.
REQUEST FOR PROPOSAL (RFP)

Post-Pandemic Travel Enhancement Initiative at the Asian Development Bank

1. Overview of ADB

The Asian Development Bank (ADB), a multilateral development bank, was established in 1966 under the Agreement Establishing the Asian Development Bank (the Charter, https://www.adb.org/documents/agreement-establishing-asian-development-bank-adb-charter). ADB is owned by 68 members, 49 of which are regional members, including Japan, Australia and New Zealand, providing 63.4% of its capital and 19 non-regional members, including the United States, Canada and 17 European countries, providing 36.6% of its capital. ADB’s headquarters (HQ) is in Manila, Philippines and it has 30 Field Offices (FO) – 27 in the Asia-Pacific region, and 3 representative offices in Germany, Japan, and United States of America.

2. Background of the Request for Proposal

2.1 The Procurement and Contracts Administration Division (CSPC), Corporate Services Department at the Asian Development Bank (ADB) is responsible for procuring goods and services to support the institutional needs of the ADB and its various units at its Headquarters in Manila, Philippines. The group works with the Travel Unit (CSIS-Travel) in procuring service providers to assist in delivering high value services to ADB and our travelers.

2.2 As the Travel Unit has been advocating the adoption of modern practices in Travel Management, ADB has changed and improved its travel processes and is currently in the midst of a rollout of Concur Travel and Expense and Virtual Credit Cards. These initiatives are part of a larger program including the procurement and fulfillment of Travel services and related categories.

2.3 With this, a Consulting Firm is needed to be engaged to evaluate the current travel operation to maintain cost control, vastly improve the traveler experience, and update our operations and policies to use current technology and user enhancements.

2.4 Proposals will be evaluated, and a Contract will be awarded to the Bidder/s with the highest score in the combined technical and financial evaluation. ADB reserves the right to select and award a Contract to more than one Bidder based on the ranking in the overall evaluation score.
In addition to this document, the RFP includes the following documents:

1. Terms of Reference - Appendix 1
2. Proposal Form - Appendix 2
3. Technical Proposal Form - Appendix 3
4. Financial Proposal Form - Appendix 4
5. Form of Secretary’s Certificate - Appendix 5
6. Bid Securing Declaration - Appendix 6
7. Evaluation Criteria - Appendix 7
8. Letter of Acceptance of Proposal template - Appendix 8
9. Indicative Timeline for Bidding and Contract Processing - Appendix 9
10. List of ADB Eligible Member Countries - Appendix 10

The Terms of Reference (Appendix 1) is the basis for the RFP for this project and provides the set of minimum standards that need to be met, which can be refined in consultation with ADB.

3. Eligibility

The Bidder must:

(i) Have the nationality of eligible country in accordance with Appendix 10: List of ADB Eligible Member Countries. The Bidder will be deemed to have the nationality of a Member Country if he/she is a citizen, or is constituted, or incorporated, and operates in conformity with the provisions of the laws of that country;

(ii) Have at least ten (10) years of relevant minimum work experience in travel management with similar private and public sector clients, and institutions that have a comparable corporate operation to that of ADB;

(iii) Has the ability to travel to ADB Headquarters in Manila for the on-site work as required by the project

(iv) Have an active participation with GBTA or other similar professional trade organizations

(v) Have not been sanctioned nor be ineligible to enter transactions with ADB or any other multilateral development bank or institution;

(vi) Have not been under a declaration or record of ineligibility for corrupt and/or fraudulent practices issued or kept by ADB.
4. **Composition of Proposal**

4.1 The Proposal shall consist of and be structured as follows:

1. Completed Proposal Form - Appendix 2
2. Completed Technical Proposal Form - Appendix 3
3. Completed Financial Proposal Form - Appendix 4
4. Form of Secretary’s Certificate - Appendix 5
5. Bid Securing Declaration - Appendix 6

4.2 The completed Proposal shall be without interlineations or erasures except those errors made by the Bidder required to be corrected, in which case the erasures and interlineations will be initialed by the person or persons signing the Proposal.

4.3 ADB is not bound to accept the lowest priced Proposal or any Proposal, nor is it obliged to give any reason for the rejection of any Proposal.

4.4 ADB, at its discretion, may require shortlisted Bidder/s to conduct a presentation (including a Q&A) of their Proposal and may negotiate for the best offer as part of the selection process prior to Contract award.

5. **Language**

The proposal and all related correspondence between the Bidder(s) and ADB, are in English.

6. **Interest to Submit a Proposal**

6.1 Submission of the complete Proposal is through ADB’s eProcurement system.

6.2 Interested Bidders must send their complete contact details (i.e. complete name, address, email address, and telephone number) to ralberto@adb.org, with copy to gmabulay@adb.org for access to the eProcurement system and for future correspondences related to this RFP. Bid Bulletins will only be shared to Bidders who have provided their contact details.

7. **Request for Information and Clarifications on RFP**

Bidders may also request clarification of any contents of the RFP no later than 29 August 2022. Any request for clarification must be sent through email also via iprocurement@adb.org, with copy to ralberto@adb.org and at gmabulay@adb.org. ADB will respond through email. All of the Bidders on record will be provided with the response (including an explanation of the query but not the inquiry source). Should ADB
decide to amend the RFP as a result of a clarification, it does so following the procedure below.

8. Amendment of RFP

At any time before the deadline for submitting proposals, ADB may amend the RFP. Bidders shall be notified via bid bulletin(s), and it will be binding on them. Bidders shall acknowledge receipt of the bid bulletin(s). To give Bidders reasonable time to incorporate amendments in their proposals, ADB may, if the amendment is substantial, extend the deadline for submitting proposals. ADB can extend proposal deadlines at its discretion.

9. Currency

Bidders may express their financial proposal in US Dollars (USD).

10. Cost of Proposal

The Bidders will bear all the costs associated with the preparation and delivery of its Proposal, and ADB will in no case be responsible for such costs.

11. Proposal Validity

The Proposal shall remain valid for a period of one hundred twenty (120) calendar days from the specified deadline for the submission of Proposal.

12. Bid Securing Declaration

ADB will waive the bid\textsuperscript{1} security requirement, provided that the Bidder signs the Bid Securing Declaration (\textit{Appendix 6}) accepting that, if the Bidder withdraws or modifies its Proposal during the period of validity, or the Bidder is awarded the Contract, and it fails to sign the Contract, then the Bidder will be disqualified from bidding in any or all future Contract with ADB.

13. Signing

A person duly authorized to bind the Bidder to the Contract will sign the Proposal. Proof of authorization will be furnished in the form of a Secretary’s Certificate (\textit{Appendix 5}) or Written Power of Attorney, or any equivalent document, which will accompany the Proposal. The name and position held by the person signing the authorization and the duly authorized person must be typed or printed below the signature.

\textsuperscript{1} Bid and Proposal are synonymous in this RFQ
14. Proposal Submission and Deadline

14.1 The Proposal shall be submitted via ADB’s eProcurement system on or before 12:00 NN (Manila time) on 13 September 2022 per time stamp of our eProcurement system.

14.2 The Proposal shall be in an uneditable PDF format.

15. Late Proposals

The eProcurement system will not allow any submission past the deadline. ADB will not be able to consider any Proposal after the deadline for submission of Proposals.

16. Modification and Withdrawal of Proposals

The Bidder may modify or withdraw its Proposal after Bid submission, provided that written notice of the modification or withdrawal is received by ADB, prior to the deadline for the submission of Proposals. The Bidder’s modification or withdrawal notice will be prepared, sealed, marked and delivered in accordance with the provisions of Section 14 with the email additionally marked “MODIFICATION” or “WITHDRAWAL,” as appropriate.

No Proposal may be modified subsequent to the deadline for submission of Proposals. No Proposal may be withdrawn in the interval between the deadline for submission of Proposals and the expiration of the period of Proposal validity specified by the Bidder on the Bid Form.

17. Opening of Proposals

ADB shall prepare a record of the opening of the Technical and Financial Bids that shall include, as a minimum: the name of the Bidder, whether there is withdrawal, substitution or modification; the presence of Bid Securing Declaration and other documents as per Composition of the Proposal.

18. Proposal Evaluation

18.1 ADB shall determine whether each Bid submitted by a qualified Bidder is (i) properly signed; (ii) the same name of company invited to participate in the RFP process, if applicable; (iii) substantially responsive to the requirements of the bid documents; (iv) arithmetic errors in computation were made in the bids; and (v) the Bids are otherwise generally in order. ADB may, based on factual justification and in consideration of requirements for competition and transparency, waive minor and/or administrative deficiencies in Bidders’ submissions.
18.2 A substantially responsive Bid is one that conforms to all terms, conditions and specifications of the RFP Documents without material deviation or reservation. A major deviation would normally occur when (i) the scope, quality or performance of the Works offered substantially differ from the Bid Documents; (ii) the Bid offer limits in any substantial way, ADB’s rights or the Bidder’s obligations under the Contract; or (iii) any rectification would unfairly affect the competitive position of other Bidders with substantially responsive Bids. A major deviation shall result in the rejection of the Bidder’s Bid. A Bid that is not substantially responsive to the Bidding documents or contains inadmissible reservations shall be rejected. A Bid shall be rejected if it is determined to contain an omission or misrepresentation that is determined by ADB, to amount to an integrity violation of ADB’s Anticorruption Policy.

18.3 The Proposals will be evaluated based on the set criteria as indicated in Appendix 7.

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Proposal</td>
<td>60%</td>
</tr>
<tr>
<td>Financial Proposal</td>
<td>40%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

The Proposals will be evaluated by ADB to determine capability of the Bidder to render the Service, based on the evaluation system framework established by ADB. Evaluation will be based on the technical evaluation committee’s consensus on the Proposal of the Bidder.

18.4 Upon initial evaluation of the Proposals, select Bidders will be shortlisted. A minimum of three (3) Bidders will be included in the shortlist based on the initial overall evaluation score and ranking. All Proposals of shortlisted Bidders must be deemed satisfactory by ADB during the initial evaluation. Final count of shortlisted Bidders will be at ADB’s discretion.

18.5 The Technical Proposal for these shortlisted Bidders will be comprised of the submitted written proposal and a corresponding presentation, if required, detailing the written proposal. The presentation followed by a Q&A session is to be conducted via Video Conference, with details (date, time, etc.) for the presentation to be provided by ADB to these shortlisted Bidders. A copy of the Contract template will also be provided to these shortlisted Bidders for their review and discussion, as needed.

18.6 To assist in the examination, evaluation and comparison of Proposals, ADB may, at its discretion, ask any Bidder for clarification of its Proposal. The Bidder should provide full cooperation if ADB deems necessary to do so.
18.7 No Bidder shall contact ADB on any matter relating to its Proposal from the time of the opening of the Proposal to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of ADB, it should do so in writing.

18.8 Any effort by the Bidder to influence ADB in ADB’s Proposal evaluation, Proposal comparison or contract award decisions may result in: (i) the rejection of the Bidder’s Proposal; and (ii) disqualification of the concerned Bidder to Bid for future procurement by ADB.

18.9 During the Bid evaluation, ADB reserves its right to negotiate the Proposal, including rates, with a view to obtain the best value for money for ADB. The negotiation may cover any aspect of the Bidder’s Proposal.

19. **Non-conformities, Errors and Omissions**

19.1 Provided that a Proposal is substantially responsive, ADB may waive any non-conformity or omission in the Proposal that does not constitute a material deviation.

19.2 Provided that a Proposal is substantially responsive, ADB may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial non-conformities or omissions in the Proposal related to documentation requirements. Such omission will not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.

19.3 In case of discrepancies between price given in words and that given in figure for the same item, the prices given in words will prevail. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price per item that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price per item will be corrected. If there is a discrepancy between the Total Amount stated in the Proposal Form and the sum of the total price per item, the sum of the total price per item shall prevail and the Total Amount will be corrected. If the Bidder does not accept the corrected amount of Proposal, its Proposal will be considered as withdrawn, and the Bidder will be disqualified to bid for any future projects of ADB.

20. **Award**

20.1 Based on the technical and financial evaluation of each Bidder’s proposal, the Bidder that offered the best over-all value, with a substantially responsive and complying Bid, and the highest score in the overall evaluation will be selected. ADB reserves the right to award a Contract based on the ranking per the Bid Evaluation results.
20.2 ADB reserves its right to negotiate the terms and conditions of the agreement (including fees, as applicable) with a view to obtain the best value for ADB.

20.3 ADB shall notify the successful Bidder by a Letter of Acceptance of Proposal (Appendix 8) that its Bid has been accepted.

21. Execution of the Contract

21.1 The Bidder to whom the Contract is awarded is required to enter into and execute a Contract in accordance with the form, conditions and requirements in the Request for Proposal within fifteen (15) calendar days from the date the Bidder receives ADB’s Letter of Acceptance of Proposal.

21.3 Upon receipt of the Letter of Acceptance of Proposal, or when deemed applicable by ADB, the selected Bidder/s shall be invited to complete all necessary steps to register, if not already done so, in ADB’s Supplier Information Management (SIM) module in the eProcurement System within 14 days. The registration in SIM is a pre-requisite for issuance of the Contract.

21.4 ADB, as necessary, may include among the conditions of contract requirements that the Bidder, suppliers, consultants, contractors, service contractors and concessionaires will allow ADB to:

(i) inspect their accounts and records and other documents relating to the submission of Proposals and contract performance and have them audited by auditors appointed by ADB;

(ii) require them to respond to questions or to produce any document necessary for the investigation of allegations of integrity violation;

(iii) require their employees or agents to respond to questions or produce any document necessary for the investigation of allegations of integrity violation; and

(iv) require them, as well as their employees or agents, to report to the Office of Anticorruption and Integrity (OAI) suspected integrity violations of which they have knowledge or become aware in relation to the Bidding process, negotiation, or execution of a contract.

If the successful Bidder refuses or fails to enter into Contract by use of the Transition Management Agreement, ADB has the right to disqualify the Bidder to Bid for any future projects of ADB.
22. **Confidentiality/Non-disclosure**

22.1 The information contained in this Request for Proposal, or accumulated through other written or verbal communications, is confidential. It is for information purposes only and is not to be disclosed or used for any other purpose. All information contained herein is private and is protected by law.

22.2 Information received in response to this RFP Documents will be held in strict confidence and will not be disclosed to any party other than ADB without written consent. A non-disclosure agreement can be arranged, if requested.

23. **ADB’s Anticorruption Policy**

ADB’s Anticorruption Policy requires borrowers (including beneficiaries of ADB-financed activity), as well as Bidders, suppliers, and contractors under ADB-financed Contracts, observe the highest standard of ethics during the procurement and execution of such Contracts. In pursuance of this policy, the ADB:

(i) defines, for the purposes of this provision, the terms set forth below as follows:

(a) “corrupt practice” is the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party.

(b) “fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.

(c) “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.

(d) “collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party.

(ii) will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract;

(iii) will sanction a party or its successor, including declaring ineligible, either indefinitely or for a stated period of time, to participate in ADB-financed activities if it at
any time determines that the firm has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, an ADB-financed Contract, the sanction of which will include but not be limited to the execution of the penalties set forth under the Bid Securing Declaration or forfeiture of performance security whichever is applicable, depending what stage of the project when collusion was discovered; and

(iv) will have the right to inspect the accounts and records of the Contractor relating to the performance of the Contract and to have them audited by auditors appointed by ADB.

24. Conflict of Interest

ADB considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party’s performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitute a prohibited practice under ADB’s Anticorruption Policy. In pursuance of ADB’s Anticorruption Policy’s requirement that Borrowers (including beneficiaries of Bank-financed activity), as well as Bidders, suppliers, and Contractors under Bank-financed Contracts, observe the highest standard of ethics, ADB will take appropriate actions, which include non-financing of the Contract, if it determines that a conflict of interest has flawed the integrity of any procurement process. Consequently all Bidders found to have a conflict of interest will be disqualified. A Bidder may be considered to be in a conflict of interest with one or more parties in this Bidding process if, they:

(i) have controlling shareholders in common; or

(ii) receive or have received any direct or indirect subsidy from any of them; or

(iii) have the same legal representative for purposes of a Bid; or

(iv) 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 a Bid of another Bidder, or influence the decisions of ADB regarding the bidding process;

(v) have submitted more than one Bid in the bidding process, except where alternative offers may be permitted under the Bidding Documents; this does not limit the participation of subcontractors in more than one Bid, or Bidders and subcontractors in more than one Bid, or as Bidders and subcontractors simultaneously; or

(vi) have participated as a consultant in preparing the design or technical specifications of the goods and related services or works that are the subject of a Bid.
25. Penalties on Collusion

(i) If any Bidder is found to have colluded with other Bidders to fix the Bid prices prior to award of Contract, the Bidder will be disqualified to bid for any future projects of ADB.

(ii) If the collusion with other Bidders to fix the Bid prices is discovered after award of Contract, ADB has the right to impose the following penalties on the Successful Bidder:

   (a) The Contract will be terminated by ADB immediately;

   (b) The Performance Security will be withheld by ADB and will be called upon for deduction to meet all costs that are incurred due to termination of the Contract and re-Bid processes; and

   (c) In addition, the Successful Bidder will be disqualified to Bid for any future projects of ADB.

26. ADB’s Right to Accept or Reject Any Proposal

ADB reserves the right to accept or reject any Proposal, and to annul the process and reject all Proposals at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder/s or any obligation to inform the affected Bidder/s of the grounds for ADB’s action. This RFP does not entail any commitment on the part of ADB, either financial or otherwise.
FINANCIAL BID FORM

_____________________

(Date)

To: Asian Development Bank
6 ADB Avenue, Mandaluyong City
1550 Metro Manila, Philippines

Attention: Advisor, CSD and Head, Procurement and Contracts Administration
Corporate Services Department

Gentlemen and/or Ladies:

1. Having examined the Bid Documents for the above requirement, the receipt is hereby duly acknowledged, I/we, the undersigned, offer our services on the Post-Pandemic Travel Enhancement Initiative at the Asian Development Bank as described in the Bidding Documents at the Contract Price of:

Total Contract Price: ___________________________(₱/$ ___________)

2. We undertake, if our Bid is accepted, to commence the services based on the schedule that will be submitted by ADB, and to complete and deliver the whole of the services in accordance with the Contract.

3. We agree to abide by this Bid for the period of sixty (60) calendar days from the final date fixed for receiving the same, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

4. If our Bid is accepted, we confirm that the prices submitted by us in our Bid will be fixed and binding upon us for the whole duration of the Contract in accordance with the said conditions.

5. Unless and until a formal Contract is prepared and executed, and a satisfactory Performance Bond is executed and delivered, this Bid, together with your written acceptance thereof, shall constitute a binding Contract between us.

6. We understand that you are not bound to accept this Bid or any other Bid, which you may receive.

7. Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to Contract execution if we are awarded the Contract, is/are listed below:
<table>
<thead>
<tr>
<th>Name and Address of Agent</th>
<th>Amount and Currency</th>
<th>Purpose of Commission or Gratuities</th>
</tr>
</thead>
<tbody>
<tr>
<td>________________________</td>
<td>____________________</td>
<td>________________________________</td>
</tr>
<tr>
<td>________________________</td>
<td>____________________</td>
<td>________________________________</td>
</tr>
<tr>
<td>________________________</td>
<td>____________________</td>
<td>________________________________</td>
</tr>
</tbody>
</table>

(if none, state “none”)

Yours truly,

(Name and Signature of Authorized Officer)

(Designation of Authorized Officer)

(Name of Vendor/Company)

(Business Address)

(Telephone Number/Facsimile Number/Email)
FORM OF SECRETARY’S CERTIFICATE

SECRETARY’S CERTIFICATE

I, (name of corporate secretary), being the Corporate Secretary of (name of the company of bidder), hereinafter referred to as the “Corporation”, a corporation organized under the laws of the_____________________, with office address at (complete address of the company), do hereby certify, that the following resolution was unanimously approved in a meeting of the Board of Directors of Corporation held on (date of the meeting) at its principal office, to wit:

Board Resolution No. _____ Series of _____

RESOLVED, the (name of company) be, as it hereby is hereby, authorized to submit a proposal for the Post-Pandemic Travel Enhancement Initiative at the Asian Development Bank and in connection therewith the Corporation hereby appoints (name and designation of authorized person – same person who will sign the conforme below) as the duly authorized and designated representative of (name of company), who is granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the Corporation in the bidding.

The above resolution in now in full force and effect and that as of this date, no changes or amendments thereon have been made.

IN WITNESS WHEREOF, I have hereunto affixed my signature this (date) at (place).

Signature
(Name of corporate secretary)
Corporate Secretary

CONFORME:

Signature
(Name of authorized person)
Designation:
Company:

ASIAN DEVELOPMENT BANK
6 ADB Avenue, Mandaluyong City
1550 Metro Manila, Philippines
Tel +63 2 8632 4444
Fax +63 2 8636 2444
www.adb.org
BID SECURING DECLARATION

Post-Pandemic Travel Enhancement Initiative at the Asian Development Bank

Date: _____________________

I, ___(Name of Authorized Officer)___, as the duly authorized representative of _____(Name of Company)_______, hereby declare as follows:

1. That we are submitting a Proposal for the Post-Pandemic Travel Enhancement Initiative at the Asian Development Bank;

2. That we shall not withdraw or modify our Proposal after the closing time for submission and before the end of the period of validity of Proposal;

3. That we shall not influence ADB in its evaluation, comparison or Contract award decisions;

4. That within the stipulated number of days from the date ADB notifies us that we are the successful Bidder, we shall submit a Performance Security (as applicable) in favor of ADB as indicated in the Letter of Acceptance of Proposal;

5. That in the event that we violate the preceding paragraphs 2, 3, and 4, we understand and accept that we shall be disqualified from bidding in any or all future contracts with ADB.

Signed: ________________________________

In the capacity of ________________________________

Name: ________________________________

Duly authorized to sign the bid for and on behalf of: [insert complete name of Bidder]

Dated on ____________ day of __________________, _______

Corporate Seal [where appropriate]

--- Note ---

*In case of a Joint Venture, the Bid-Securing Declaration must be in the name of all partners to the Joint Venture that submits the proposal.*
EVALUATION CRITERIA

TRAVEL MANAGEMENT REVIEW AND STRATEGY FIRM SELECTION

The Proposals will be evaluated based on a combined Pass-Fail (for the Eligibility Requirements) and Weightage Evaluation Framework, with set criteria and with weightage as detailed below.

A. Eligibility Requirements

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>PASS / FAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Have the nationality on eligible country in accordance with Appendix 12: List of ADB Eligible Member Countries;</td>
<td></td>
</tr>
<tr>
<td>(ii) Have at least ten (10) years of relevant minimum work experience in travel management with similar private and public sector clients, and institutions that have a comparable corporate operation to that of ADB;</td>
<td></td>
</tr>
<tr>
<td>(iii) Has the ability to travel to ADB Headquarters in Manila for the on-site work as required by the project</td>
<td></td>
</tr>
<tr>
<td>(iv) Have an active participation with GBTA or other similar professional trade organizations</td>
<td></td>
</tr>
<tr>
<td>(v) Have not been sanctioned nor be ineligible to enter transactions with ADB or any other multilateral development bank or institution;</td>
<td></td>
</tr>
<tr>
<td>(vi) Have not been under a declaration or record of ineligibility for corrupt and/or fraudulent practices issued or kept by ADB.</td>
<td></td>
</tr>
</tbody>
</table>

B. Technical Evaluation

1 In order to assist the process of evaluation, Bidders are required to submit documentary evidence to support claims on the above parameters.
The technical proposal, both written proposal and corresponding presentation, as needed, will be evaluated against the criteria indicated below and as per the Terms of Reference.

### TECHNICAL EVALUATION CRITERIA

<table>
<thead>
<tr>
<th></th>
<th>Max Weighting Factor</th>
<th>Max Raw Scores&lt;sup&gt;2&lt;/sup&gt;</th>
<th>Max Weighted Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Organization</strong>&lt;sup&gt;1&lt;/sup&gt;</td>
<td>15%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Business presence, business experience, reputation, operates independently, no apparent conflict of interest, client base, regulatory compliance status)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Experience</strong>&lt;sup&gt;1&lt;/sup&gt;</td>
<td>20%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Extensive experience in handling and optimizing travel management systems. Experience in working with organizations of similar nature to ADB as an international finance institution)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Travel Management Review and Strategy Solution</strong>&lt;sup&gt;1&lt;/sup&gt;</td>
<td>20%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Clear and structured process in developing and implementing a cohesive strategy and/or solution for ADB)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Geographical Reach and Capacity</strong>&lt;sup&gt;1&lt;/sup&gt;</td>
<td>20%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Firm’s presence and worldwide reach)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Staffing</strong>&lt;sup&gt;1&lt;/sup&gt;</td>
<td>15%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Expertise and experience of key personnel)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>100%</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

<sup>1</sup> Scoring: 1 to 5, with 5 as the highest score; total score per evaluation criteria is average of sub-criteria:

1 = Fail, 2 = Poor, 3 = Satisfactory, 4 = Very Good, 5 = Excellent

Also, ADB reserves the right to revise scores made on the initial evaluation of the Technical Evaluation based on the clarifications and/or presentations of the shortlisted bidders.
C. Financial Evaluation

ADB will consider the competitiveness of the Consulting Firm’s proposed fees based on ADB’s
determined cost for the duration of the Contract.

The highest percentage point will be given to the Consulting Firm with the lowest bid submitted
based on the combined total value of all rates. Succeeding Consulting Firm’s financial percentage
score shall be determined through pro-rata against the Financial Proposal of the Bidder with the
lowest total bid for the duration of the Contract.

D. Overall Evaluation

<table>
<thead>
<tr>
<th>Eligibility Requirements</th>
<th>Must have a “pass” mark;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Proposal</td>
<td>60% [comprised of various criteria]</td>
</tr>
<tr>
<td>Financial Proposal</td>
<td>40% [based on proposed fee structure]</td>
</tr>
<tr>
<td>Total Score</td>
<td>100%</td>
</tr>
</tbody>
</table>
Date: _______________

Attention: _________________________

Subject: LETTER OF ACCEPTANCE OF PROPOSAL  
Post-Pandemic Travel Enhancement Initiative at the Asian Development Bank

With reference to the execution of the above project, this is to inform you that the Asian Development Bank (hereinafter referred to as ADB) hereby accepts your proposal as contained in your Proposal Form dated _____________ in accordance with the terms, provisions and stipulations contained in the documents collectively referred to as the “Request for Proposal”.

The commencement date of this Contract shall be on _______________. A kick-off meeting will be scheduled by ADB before the commencement date of this Contract.

The Contact documents are being prepared and we will notify you when they are ready for your signature.

Sincerely,

ASGHAR ALI SYED  
Advisor, Office of Administrative Services and  
Head, Procurement and Contracts Administration Unit
## Indicative Timeline for Bidding and Contract Processing

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>RESPONSIBLE UNIT</th>
<th>INDICATIVE DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I. BIDDING PROCESS</strong></td>
<td></td>
<td><strong>2022</strong></td>
</tr>
<tr>
<td>i. Publishing of RFP in ADB Website and Issuance of RFP for Post-Pandemic Travel Enhancement Initiative of the Asian Development Bank</td>
<td>ADB Team</td>
<td>23 August</td>
</tr>
<tr>
<td>ii. Preparation of Proposal (Technical &amp; Financial)</td>
<td>Bidder</td>
<td>23 August to 13 September</td>
</tr>
<tr>
<td>iii. Deadline for Submission of Proposals (Technical &amp; Financial)</td>
<td>Bidder</td>
<td>13 September, 12:00pm (Manila Time)</td>
</tr>
<tr>
<td>iv. Opening of Proposals</td>
<td>ADB Team</td>
<td>13 September, 12:00pm (Manila Time)</td>
</tr>
<tr>
<td>v. Evaluation of Technical &amp; Financial Proposals, including Presentation by shortlisted Bidders</td>
<td>ADB Team</td>
<td>14 - 28 September</td>
</tr>
<tr>
<td>vi. Negotiation with Bidder/s (e.g. pricing, Contract terms and conditions, etc.)</td>
<td>ADB Team</td>
<td>29 September to 5 October</td>
</tr>
<tr>
<td>vii. Final evaluation report completed</td>
<td></td>
<td>6 October</td>
</tr>
<tr>
<td><strong>II. CONTRACTING PROCESS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Contract Preparation and Request for Approval of Award</td>
<td>ADB Team</td>
<td>7 to 14 October</td>
</tr>
<tr>
<td>ii. Issuance of Letter of Acceptance of Bid and Transition Management Agreement</td>
<td>ADB Team</td>
<td>14 October</td>
</tr>
<tr>
<td>iii. Signing of Transition Management Agreement</td>
<td>Bidder and ADB Team</td>
<td>14 October</td>
</tr>
<tr>
<td>iv. Commencement of Services</td>
<td>Bidder and ADB Team</td>
<td>15 October</td>
</tr>
</tbody>
</table>
### List of ADB Eligible Member Countries

<table>
<thead>
<tr>
<th></th>
<th>Country</th>
<th></th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Afghanistan</td>
<td>37</td>
<td>Myanmar</td>
</tr>
<tr>
<td>2</td>
<td>Armenia</td>
<td>38</td>
<td>Nauru</td>
</tr>
<tr>
<td>3</td>
<td>Australia</td>
<td>39</td>
<td>Nepal</td>
</tr>
<tr>
<td>4</td>
<td>Austria</td>
<td>40</td>
<td>The Netherlands</td>
</tr>
<tr>
<td>5</td>
<td>Azerbaijan</td>
<td>41</td>
<td>Niue</td>
</tr>
<tr>
<td>6</td>
<td>Bangladesh</td>
<td>42</td>
<td>New Zealand</td>
</tr>
<tr>
<td>7</td>
<td>Belgium</td>
<td>43</td>
<td>Norway</td>
</tr>
<tr>
<td>8</td>
<td>Bhutan</td>
<td>44</td>
<td>Pakistan</td>
</tr>
<tr>
<td>9</td>
<td>Brunei Darussalam</td>
<td>45</td>
<td>Palau</td>
</tr>
<tr>
<td>10</td>
<td>Cambodia</td>
<td>46</td>
<td>Papua New Guinea</td>
</tr>
<tr>
<td>11</td>
<td>Canada</td>
<td>47</td>
<td>Philippines</td>
</tr>
<tr>
<td>12</td>
<td>China, People’s Republic of</td>
<td>48</td>
<td>Portugal</td>
</tr>
<tr>
<td>13</td>
<td>Cook Islands</td>
<td>49</td>
<td>Samoa</td>
</tr>
<tr>
<td>14</td>
<td>Denmark</td>
<td>50</td>
<td>Singapore</td>
</tr>
<tr>
<td>15</td>
<td>Fiji Islands</td>
<td>51</td>
<td>Solomon Islands</td>
</tr>
<tr>
<td>16</td>
<td>Finland</td>
<td>52</td>
<td>Spain</td>
</tr>
<tr>
<td>17</td>
<td>France</td>
<td>53</td>
<td>Sri Lanka</td>
</tr>
<tr>
<td>18</td>
<td>Georgia</td>
<td>54</td>
<td>Sweden</td>
</tr>
<tr>
<td>19</td>
<td>Germany</td>
<td>55</td>
<td>Switzerland</td>
</tr>
<tr>
<td>20</td>
<td>Hong Kong, China</td>
<td>56</td>
<td>Taipei, China</td>
</tr>
<tr>
<td>21</td>
<td>India</td>
<td>57</td>
<td>Tajikistan</td>
</tr>
<tr>
<td>22</td>
<td>Indonesia</td>
<td>58</td>
<td>Thailand</td>
</tr>
<tr>
<td>23</td>
<td>Ireland</td>
<td>59</td>
<td>Timor-Leste</td>
</tr>
<tr>
<td>24</td>
<td>Italy</td>
<td>60</td>
<td>Tonga</td>
</tr>
<tr>
<td>25</td>
<td>Japan</td>
<td>61</td>
<td>Turkey</td>
</tr>
<tr>
<td>26</td>
<td>Kazakhstan</td>
<td>62</td>
<td>Turkmenistan</td>
</tr>
<tr>
<td>27</td>
<td>Kiribati</td>
<td>63</td>
<td>Tuvalu</td>
</tr>
<tr>
<td>28</td>
<td>Korea, Republic of</td>
<td>64</td>
<td>United Kingdom</td>
</tr>
<tr>
<td>29</td>
<td>Kyrgyz Republic</td>
<td>65</td>
<td>United States</td>
</tr>
<tr>
<td>30</td>
<td>Lao PDR</td>
<td>66</td>
<td>Uzbekistan</td>
</tr>
<tr>
<td>31</td>
<td>Luxembourg</td>
<td>67</td>
<td>Vanuatu</td>
</tr>
<tr>
<td>32</td>
<td>Malaysia</td>
<td>68</td>
<td>Viet Nam</td>
</tr>
<tr>
<td>33</td>
<td>Maldives, Republic of</td>
<td></td>
<td></td>
</tr>
<tr>
<td>34</td>
<td>Marshall Islands</td>
<td></td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>Micronesia, Federated States of</td>
<td></td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>Mongolia</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>