

# **Request for Proposals (RFP) for the Appointment of a Travel Agency for the organization of flights for the World Conservation Congress, in Jeju, Republic of Korea, 6-15 September 2012**

## **IUCN, International Union for Conservation of Nature and Natural Resources (“IUCN”) - Organizational Background, History and Nature of Event**

IUCN’s mission is to influence, encourage and assist societies throughout the world to conserve the integrity and diversity of nature and to ensure that any use of natural resources is equitable and ecologically sustainable.

IUCN is the world’s oldest and largest global environmental network - a multicultural, multilingual democratic membership union with more than 1,000 government and NGO Member organizations, and almost 11,000 volunteer scientists that collaborate in 6 expert Commissions.

IUCN’s work is supported by more than 1,000 professional staff in 60 offices and hundreds of partners in public, NGO and private sectors around the world. IUCN’s headquarters are located in Gland, near Geneva, Switzerland.

The World Conservation Congress (the “Congress”) is the world’s largest and most diverse nature conservation event. Held every four years, the Congress seeks to improve the ways and means for managing our natural environment for human, social and economic development. The last Congress, held in Barcelona in October 2008, brought together almost 7,000 people from all corners of the globe to discuss debate and decide on environmental and development issues.

### **1. 2012 Congress venue and dates**

The next Congress will be held from 6 to 15 September 2012 at the International Convention Centre (“ICCJ”) in Jeju, Republic of Korea. Between 6000 and 8000 participants are expected.

### **2. Congress Management, Hosts and Contacts**

The Congress is managed by the IUCN Congress Unit based at the IUCN’s Headquarters in Gland, Switzerland. The IUCN Regional Office for Asia, based in Bangkok, is closely involved in Congress preparations. The Ministry of Environment (“MoE”) for and on behalf of the Government of the Republic of Korea and the venue of the 2012 Congress, Jeju Special Self-Governing Province (collectively referred to as “Host Governments”) who are hosting the Congress have recently established the Korean Organizing Committee (“KOC”) to work on the Congress preparations.

The selected travel agency (hereafter the “Travel Agency”) will not have a main focal point at IUCN but will be in touch mainly with some or all of the below persons:

- staff of all IUCN offices worldwide (for travel of IUCN staff and possibly IUCN Councillors and VIPs)
- IUCN Membership Focal Points worldwide (for travel of Delegates)
- the Korean Organizing Committee (for travel of Delegates)
- Sponsored delegates (the “Delegate(s)”) (for their own travel)

- IUCN Councillors (for own travel)
- Interpreters (for own travel)
- Other Congress participants (for own travel) (“Other Congress Participants”)
- Professional Congress Organizer for transmitting travel details

### 3. Anticipated booking figures

At the time of issuance of this RFP, IUCN reasonably anticipates the need for the following travel services to be arranged by the selected Travel Agency:

- air travel for 300 to 500 Delegates from Member organizations in low and middle income countries (as listed by the World Bank);
- 300 to 500 tickets for IUCN staff from all offices worldwide (including Headquarters), and some VIPs and suppliers;
- around 50 tickets for Council members ;
- around 50 tickets for interpreters; and
- around 500 additional tickets for Other Congress Participants,

(Collectively referred to hereunder as “Congress Participants”).

The Travel Agency will be designated the “Official Congress Travel Agency”. The Travel Agency's logo and a link to its website will be provided on the Congress Registration website allowing any Other Congress Participants who is interested to get in contact with the selected Travel Agency for bookings.

In addition, IUCN may sign an agreement with a preferred airline in which case the Travel Agency needs to ensure that any preferential rate or discount is taken into consideration when making the flight reservations.

It is understood and agreed that the above figures are only rough estimates and that they shall not bind IUCN to any minimum or maximum number requirements.

### 4. Services specifics

The tenderers are invited to tender for the provision of the following services. The tenderers are welcome to incorporate additional services that they believe would be relevant. IUCN's official languages (English, French and Spanish) are mandatory requisites.

Your proposal (the “Proposal”) should describe the range of services that can be provided within the following:

- Offer competitive and preferential rates, with worldwide origin with minimal number of stopovers.
- 24 hour support service for ticketed travelers in case of emergencies such as but not limited to cancelled flights, delays while in transit. Confirm return flights and provide other travel-related services throughout the Congress.
- Provision of information on visa requirements for different nationalities to enter Korea (note that visa facilitation will be offered by the Host Government).
- Transfer assistance during the travel if necessary.
- Facilitate registration of passenger frequent flyer miles.

- Liaise with the Professional Congress Organizer (“PCO”) with regards to the reservation of hotels and organization of airport transfers (Produce reports with arrival and departure dates and inform them of any changes)
- Provision of invoices containing details of individuals per paying Cost Center
- Provision to IUCN, after the event, of statistics and reports on the flight reservations made

It would help market your Travel Agency’s services if you were able to indicate:

- Opportunities for complementary tickets to help Congress Participants from low and middle income countries attend the Congress,
- Opportunities for calculating CO<sub>2</sub> emissions related to flights for travelers using the Travel Agency’s services but also for Other Congress Participants whom may not have booked their travel through the Agency
- Opportunities for upgrades for VIPs, and
- Access to airline lounges for VIPs and Delegates.

Special consideration

As many of our travelers will be coming long distances, requiring several transfers, it would be useful to set up a reservation form as simple as possible. Ideally, travelers should only need to enter their city of origin and the Travel Agency should be able to plan the best route(s) to Jeju, for selection and approval by Congress Participants and IUCN. Special circumstances that need being addressed will have to be dealt with by email or phone.

For Delegates, the Travel Agency would receive contact details of all individuals who are sponsored with whom it would have to enter in contact in order to make travel arrangements. The Travel Agency would prepare an offer for an itinerary respecting the Delegate’s preferences within a price range and for the dates that have been pre-agreed with IUCN. Any excess to pre-agreed prices or dates must be authorized by the respective IUCN Membership Focal Point. Any upgrades, extra costs, cancellations or changes that have not been authorized by IUCN will be invoiced directly by the Travel Agency to the Delegate.

In the spirit of our commitment to make our Congress a model “green event” we want to offer Congress Participants the option to pay a “carbon offset tax” based on the jet engine CO<sub>2</sub> emissions linked to air travel and the expected local emissions onsite in order to make a contribution toward a carbon reduction project. This voluntary fee will be collected during the registration process.

**5. Timeline**

Reservations may start as of the dates set forth below which are only indicative and may be subject to change:

- |                               |                     |
|-------------------------------|---------------------|
| - Delegates                   | February-March 2012 |
| - IUCN Staff                  | March-April 2012    |
| - Councillors                 | March-April 2012    |
| - Interpreters                | March-April 2012    |
| - Other Congress Participants | December 2011       |

## 6. Contract terms

- The contract between IUCN and the Travel Agency will be finalized and signed as soon as practicable and in due course after the selection (the “Contract”).
- The Contract will be prepared and signed between IUCN and the Travel Agency based on both the above Request for Proposals and the Travel Agency’s Proposal.
- Most of the travel costs will be covered by IUCN (through different Cost Centers). Some of the travel costs for Delegates will be borne by the Host Governments and payments may be processed by the Host Governments directly.
- All payments will be made only upon receipt of valid invoices and/or other written evidence documenting the services provided by the Travel Agency including names and dates and origin of travelers.

## 7. Submission guidelines

All Proposals must be submitted by email to the Congress Logistics Manager, [alexandra.petersen@iucn.org](mailto:alexandra.petersen@iucn.org) in English and in non editable PDF-format at the latest on 23 October 2011.

Any Proposal submitted should include the following information:

### 1) Proposal

The Proposal should describe the range of services that can be provided according to the above-mentioned “Services Specifics” and should also detail:

- booking conditions (flexibility, cancellation and refund policy etc.)
- preferential rates options
- payment options accepted by the Travel Agency such as but not limited to credit cards or bank transfer

### 2) Financial proposal

The Proposal should stipulate all relevant financial conditions including service charges and management fees, for the services provided. Please note that IUCN is a VAT-exempt organization in Switzerland.

### 3) Reference documents

Documents that prove the experience of the Travel Agency, including proof of financial stability and viability.

### 4) Information on the Travel Agency

A document that outlines the structure and profile of the tenderers as well as staffing component.

### 5) More information and questions

Further information on the World Conservation Congress can be found on our website, [www.iucn.org/congress](http://www.iucn.org/congress).

Questions relating to meaning or interpretation of any part of this RFP shall be transmitted and received in writing exclusively to [alexandra.petersen@iucn.org](mailto:alexandra.petersen@iucn.org). Any interpretation, clarification or changes made to this Request for Proposals in response to any questions will be provided by IUCN in writing and will be sent to all bidders via email. No answers to any questions shall be given in any other form or medium.

## **8. General Conditions**

IUCN reserves the right to accept or reject any Proposal, to modify the terms and conditions of the bidding process, to cancel the bidding process and/or to reject all bids, at any time prior to the award of the Contract, without thereby incurring any liability to any of the bidders and without any obligation to inform any of the bidders of the grounds for any such action by IUCN.

IUCN shall not be under any obligation to select any of the bidders submitting Proposals. The Contract will be awarded for the Proposal that IUCN considers to be most responsive to its needs and requirements with due consideration of IUCN general principles (including but not limited to economy and efficiency).