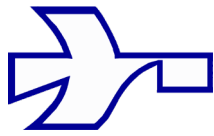


ASIAN-PACIFIC POSTAL UNION

Call for tenders

Travel services for the Asian-Pacific Postal Union

2 October 2024



ASIAN-PACIFIC POSTAL UNION

1 Introduction

1.1 Profile of the Asian-Pacific Postal Union (APPU)

The Asian-Pacific Postal Union (APPU) is an intergovernmental organization of 32 countries in the Asia-Pacific region. The purpose of the union is to extend, facilitate, and improve postal relations and promote cooperation in the field of postal services between the member countries. The APPU headquarters is located in Bangkok, Thailand. Further information about the organization can be found on the APPU website at www.appu-bureau.org

2 Terms and conditions

Unless otherwise indicated in this call for tenders, the term “Bidder” shall refer to any person, company, or legal entity submitting a proposal in response to this call for tenders. The term “Vendor” shall refer to any selected bidder.

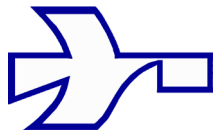
2.1 Confidentiality

Bidders shall treat in strict confidence all information contained in this call for tenders and its attached documents that is not already publicly known or generally accessible, particularly any documentation marked as confidential and distributed by the APPU to Bidders as additional confidential tender documentation. Bidders shall prevent the disclosure or distribution of all such information to third parties and other entities and persons not expressly authorized herein. In case of doubt, these confidentiality provisions shall nevertheless be observed. All Bidders are obliged to observe these confidentiality provisions before, during, and after the tender process. These provisions shall not affect the legal obligations of the APPU and Bidders to disclose information.

Bidders shall not use such information for any purposes other than those associated with this call for tenders. The call for tenders and all attached documents may be distributed or made available only to persons directly involved in the tender process on behalf of Bidders. If external agents or subcontractors are involved in the preparation of the tender documents, this must be indicated and their names are provided in the participation notification (see section 2.12).

Bidders shall assume full responsibility for the compliance of their agents, consultants, employees, and sub-contractors, as well as any third parties involved on their behalf in this tender process, with these rules of confidentiality, and shall be liable for any damages resulting from misconduct or unauthorized disclosure.

If a Bidder violates the confidentiality provisions contained herein, it shall be liable to pay a penalty to the APPU unless it can prove that no fault is attributable to it. This penalty shall not exceed 100,000 Baht per infringement. Payment of any such penalties shall not release Bidders from their obligation to observe these confidentiality requirements.



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Bidders wishing to submit a proposal in response to this call for tenders must contact the person(s) specified in section 2.13 below and may, if necessary, request additional information from the APPU in relation to this call for tenders.

Without prejudice to the confidentiality provisions set out above, Bidders agree that the receipt of any such information may be subject to the prior signature of a non-disclosure agreement between the Bidder and the APPU, under conditions to be determined and communicated by the latter.

2.2 Legal Status of the Vendor

The Vendor shall be regarded as having, in law, the legal status of an independent contractor. The Vendor and its agents, consultants, employees, and subcontractors (as authorized by the APPU) shall in no way be regarded as employees of the APPU. Such agents, consultants, employees, and subcontractors of the Vendor shall not be entitled to any employment benefits from the APPU. The Vendor alone shall be responsible for the due payment of all compensation owed to such agents, consultants, employees, and subcontractors, including payment of any employment taxes, benefits, compensation, and insurance. The Vendor shall represent and warrant that it will comply with all laws, rules, and regulations required by the relevant authorities, including the appropriate withholding, reporting, and payment of all necessary taxes.

The Vendor shall be liable for all work performed, including any acts or omissions, by its agents, consultants, employees, and subcontractors.

2.3 Scope of the call for tenders

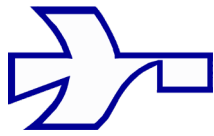
This call for tenders concerns the provision of travel services to the APPU Bureau for a period of two years with the possibility of extension on a yearly basis for maximum two year.

2.4 Background

The APPU Bureau has three sections namely 1. Administrative Section, 2. Training Section and 3. Consultancy Section. As such, it purchases approximately 250 tickets per annum.

2.5 Objectives

The APPU seeks to enter into a contract for the provision of travel services for a period of two years with the possibility of extension on a yearly basis for maximum two year. The quality of service will undergo yearly assessments. In the event of substandard performance by the Vendor, the APPU reserves the right to terminate the contract with a 30-day notice.



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2.6 Use of subcontractors

The Vendor may not assign, sublicense, subcontract, pledge or otherwise transfer or dispose of its tender, or any of the rights and obligations contained therein or in an associated contract with the APPU, without the prior written consent of the APPU.

The approval by the APPU of the engagement of any subcontractor shall not relieve the Vendor of any of its obligations or responsibilities concerning the work performed by such subcontractors.

2.7 Use of the emblem, name, and initials of the APPU

Bidders shall not advertise or otherwise make public the fact that they intend to provide, are providing, or have provided services to the APPU, or use the emblem, name, or initials of the APPU in connection with their business for purposes of commercial advantage or goodwill, without prior and explicit permission from the APPU. Bidders shall take all reasonable measures to ensure compliance with this provision by their agents, consultants, employees, and subcontractors.

2.8 Collusive bidding, anti-competitive practices, and any other similar conduct

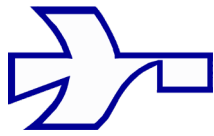
Without prejudice to the provisions in sections 3 and 4 below, Bidders (including their agents, consultants, employees, and subcontractors) shall not engage in any collusive bidding, anti-competitive practices, or any other similar conduct in relation to:

- the preparation and submission of tenders;
- the clarification of tenders;
- the conduct and content of any negotiations, including final contract negotiations.

For the purposes of this call for tenders, collusive bidding, anti-competitive practices, and any other similar conduct may include the disclosure to, or exchange or clarification with, any other Bidder of information (in any form), whether or not such information is confidential to the APPU or to any other Bidder, in order to alter the results of the call for tenders in such a way that would lead to an outcome other than that which would have been obtained through a competitive process. In addition to any other remedies available to it, the APPU may, at its sole discretion, immediately reject any tender submitted by a Bidder that, in the APPU's opinion, has engaged in any collusive bidding, anti-competitive practices or any other similar conduct with any other Bidder in relation to the preparation or submission of tenders, whether with respect to this call for tenders or other procurement processes conducted by the APPU.

2.9 Intellectual property

This call for tenders and all its attached documents, including any content, forms, statements, concepts, projects, and procedures explicitly or implicitly forming part of the call for tenders, constitute the exclusive intellectual property of the APPU. This call for tenders is



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communicated to the various Bidders with the sole purpose of assisting them in the preparation of their respective tenders. Any hard copies of this call for tenders shall be destroyed or returned to the APPU by unsuccessful Bidders at the request of the APPU.

2.10 Language

Bidders must submit all tender documents in English. If the documents are in Thai, they must be translated into English by a certified translator or organization.

2.11 Signature

Tender documents shall be signed by a representative (or representatives) duly designated and authorized to act on the Bidder's behalf and with the authority to legally bind the Bidder and accept the terms and conditions of this call for tenders.

2.12 Participation notification

Upon receipt of this call for tenders, Bidders shall send confirmation of participation to the contact person(s) listed in section 2.13, in line with the deadline indicated in section 2.18.

2.13 Contact person

Secretary of the Tenders and Procurements Committee: Ms. Kwanjai Kajornwuttideth
Title: Manager Administration and APPU Affairs
E-mail: kwanjai@appu-bureau.org

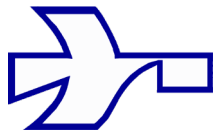
2.14 Further inquiries and questions

Bidders must send any questions regarding the content of this call for tenders or any requests for clarification in writing to the contact person(s) listed in section 2.13 by 31 October 2024.

2.15 Delivery of tenders and deadline

The bids must be sent to the APPU in a sealed envelope indicating the exact title of the tendering process "Travel services for the Asian-Pacific Postal Union" and must be received by the APPU within the time specified in the notice. Unless otherwise specified, bids received by e-mail are not valid.

The sealed envelope shall be sent to the following address:
Ms Kwanjai Kajornwuttideth
Asian-Pacific Postal Union (Travel services for the APPU)
111 Chaengwattana Tungsonghong Laksi Bangkok 10210 Thailand



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The deadline for the submission of tenders is **15 November 2024** as indicated by the postmark on the envelope.

The APPU shall not take into consideration any tenders received after this date and time.

There shall be no charge to the APPU for the preparation and submission of tender documents by Bidders.

2.16 Evaluation procedure

The objective of the APPU's evaluation process is to ensure the selection of a qualified, reliable, and experienced Vendor capable of providing specialized services and fulfilling the objectives set out in this call for tenders.

The APPU shall conduct its evaluation procedure, at its sole discretion, with a view to determining as objectively as possible the tender that best meets its specific requirements. Tenders will be assessed in relation to the requirements defined herein, and due consideration will be given to Bidders' specific backgrounds, qualifications, and experience in relation to the required services.

The prescribed structure of tenders, as set out in section 3, is mandatory for all Bidders. The APPU shall not take into consideration any tenders that do not fulfill the mandatory criteria.

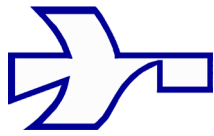
Tenders received by the APPU must address all aspects of this call for tenders, and Bidders should identify any aspects where they envisage modifications being necessary or consider elements to be missing.

Tenders shall be evaluated on the basis of the following criteria, in descending order of importance:

- Quality of the tender (according to the specifications herein);
- Knowledge and experience of the Bidder and its team and/or consultant(s), as applicable to the subject matter;
- Price.

The winning tender will be selected based on a non-exhaustive list of criteria as set out in section 4. Bidders should therefore consider how their tender corresponds with the criteria listed and clearly indicate this in their response document.

The deliberations of the APPU Tenders and Procurements Committee (TPC) are strictly confidential. The TPC shall submit a report on its evaluation of the tenders received to the Secretary-General of the Asian-Pacific Postal Union Bureau, together with its final recommendation, for his assessment and authorization.



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The APPU is not bound to accept the lowest tender and reserves the right to accept all or part of a tender. In awarding the contract, account will be taken of both the overall costs of the work and of the nature and quality of the services to be provided. The APPU reserves the right to negotiate prices and terms and conditions of the contract after receipt of tenders.

Bidders will be informed of the outcome of their tenders as soon as possible after the APPU has made its final selection.

2.17 Modification, suspension, or cancellation of the call for tenders

The APPU reserves the right, at its sole discretion and at any time before the conclusion of the tender process (i.e. at any time prior to the signature of the relevant contract with the Vendor), to modify, suspend or cancel all or part of this call for tenders.

2.18 Tentative schedule

Publication of the call for tenders	1 October 2024
Deadline for submission of queries	31 October 2024
Deadline for submission of tenders to the APPU	15 November 2024
Estimated start of engagement	1 January 2025

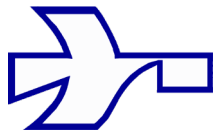
3 Tender structure – Response format

All information provided by Bidders must be fully compliant with the terms and conditions set out in section 2 above, as well as the provisions of this section and the service requirements listed in section 4 below.

Moreover, the requirements stipulated in this call for tenders must be addressed in their entirety, according to the structure defined below and following the sequence and numbering provided in this section. The APPU shall evaluate all Bidder responses in accordance with the structure defined herein and shall have the right to reject any tenders that do not fulfill the requirements of this call for tenders.

For each of the requirements listed in this call for tenders, Bidders shall answer with one of the following statements:

- Covered;
- Covered with limitations (explaining relevant limitations);
- Not covered.



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Where the answer is “covered” or “covered with limitations”, Bidders shall provide further details and/or examples of existing implementations of their solution in the field (existing use cases).

3.1 Cover letter

Bidders shall submit a cover letter including:

- A statement that the Bidder has read, understands, and accepts all provisions of this call for tenders;
- The Bidder’s name, telephone number, postal address, and e-mail address, and the name(s) of its representative (s);
- A statement that the Bidder’s tender documents are valid for a minimum period of 120 days.

The cover letter shall be signed by a representative (or representatives) duly designated and authorized to act on the Bidder’s behalf and with the authority to legally bind the Bidder and accept the terms and conditions of this call for tenders, and shall also include a confirmation of such authorization by the Bidder.

3.2 Executive summary

Bidders shall provide an executive summary highlighting the most important aspects of their tenders.

3.3 Bidder information

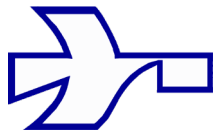
Bidders must provide the following information:

- Company structure, locations/subsidiaries;
- Financial data (turnover, profit, etc.);
- Partners and equity holders of the company;
- Company history;
- Market position and share in relevant markets.

3.4 Subcontractor information

In the event that Bidders intend to engage a subcontractor for part or all of the services set out in this call for tenders, the following information must be provided with regard to the subcontractor(s):

- Company structure, locations/subsidiaries;
- Financial data (turnover, profit, etc.);
- Partners and equity holders of the company;
- Clean and reliable records (i.e. staff criminal records, UN Security Council Consolidated List).



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3.5 Functional proposal

Bidders shall submit a functional proposal addressing all of the requirements set out in section 4 (Service requirements). This proposal should outline the methodology, processes, and timelines, as appropriate, that Bidders intend to implement in order to fulfill the objectives of this call for tenders.

3.6 Pricing structure

Bidders shall provide a detailed pricing structure for the services proposed, as described in Annex 1.

3.7 Delivery and payment schedule

The target dates for provision of the services are as follows:

Start date: 1 January 2025

End date: 31 December 2026

With the possibility of extension for maximum two years.

The delivery and payment schedules should be proposed by Bidders in their pricing structures and must be agreed with the APPU.

The services provided by the Vendor shall be invoiced in arrears on a monthly basis. The APPU will make payment within 30 business days of receipt of the invoice, subject to its acceptance of the services provided and the Vendor's transmission to the APPU of any and all documentation clearly detailing the services to which the invoice pertains (in a format to be established by the APPU).

3.8 APPU General Terms and Conditions

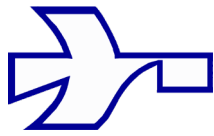
Bidders shall include in their tenders a statement of acceptance of the APPU General Terms and Conditions for the Provision of Services, attached hereto for reference.

The final terms of any contract arising from this call for tenders shall be defined by the APPU for acceptance by the Vendor. Contract negotiations shall commence only after the final selection of a Vendor by the APPU.

4 Service requirements

4.1 Description of the services

The Vendor will be expected to provide the following services:



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- Organize business travel for APPU employees, participants, and stakeholders ensuring the best possible prices and adhering to the APPU guidelines and/or fee regulations;
- Liaise with APPU staff in English and Thai;
- Comply with the travel instructions established by the APPU, as outlined in Annex 2, and monitor the application thereof;
- Provide emergency travel assistance services, available 24/7;
- Provide travel statistics and analyses (monthly and yearly).

Scope of services

- Organize business trips, including the reservation of flights, hotels, trains and rental cars, and the issuance of travel documents;
- Provide advice and information on travel formalities, such as health passports, etc.;
- Provide assistance, advice, and information with regard to visa applications;
- Send travel documents;
- Provide an emergency assistance service, available 24 hours per day, for any changes to reservations and the issuance of new flight tickets required outside the agency's opening hours in Thailand;
- Provide holiday and leisure offers;
- Prepare statistics and analyses.

Obligations of the APPU

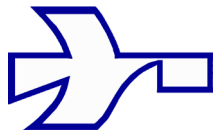
The APPU will generally direct requests relating to the organization of business trips to the Vendor. However, the APPU may, at its discretion, opt to contact other service providers.

Transaction fee system

The APPU will remunerate the Vendor for the services provided on the basis of a transaction fee system.

Definition of a transaction

Issuance of a flight ticket	1 transaction
Issuance of a new ticket (e.g. if original lost or amended)	1 transaction
Processing of a refund	1 transaction
Reservation of a hotel room	1 transaction
Reservation of a rental car	1 transaction
Reservation of a train ticket with seat reservation (simultaneous request)	1 transaction



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Assisting of visa request	1 transaction
Assisting of insurance request	1 transaction

4.2 Bidder requirements

Bidders shall have at least five years of active experience in the travel business.

Bidders are expected to provide the required services in both English and Thai.

Bidders are expected to be open from Monday to Friday, from 8.30 to 17.00 (Thailand time), and to provide an emergency travel assistance number that is accessible 24/7.

Bidders are expected to offer an electronic invoicing system, in addition to traditional invoicing.

Bidders shall demonstrate a record of satisfactory performance in similar activities (i.e. reference letters and/or work completion certificates). The business transactions and activities carried out by the Bidder must be compliant with the mandates and principles of the APPU.

4.3 Assessment criteria

Bidders will be assessed on the basis of a scoring system of up to 70 points for their functional proposal and 30 points for their pricing structure.

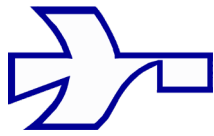
The functional proposal shall be assessed on the basis of the following criteria:

Criteria	Points obtainable
Quality of the tender (according to the specifications outlined above)	40
Minimum of five years of experience in providing travel services/managing travel for organizations (international, governmental, and private companies). Please attach work certificates and/or references, and clean/reliable records for the Bidder and its team/subcontractors.	30
Pricing structure/commission	30

Bidders shall provide evidence of their ability to meet these requirements by means of a list of references.

4.4 Duration of services

The services are scheduled to commence on 1 January 2025 for a period of two years with the possibility of extension for maximum two years.



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4.5 Reporting

The Vendor is expected to provide monthly and annual reports containing travel statistics and analyses.

The monthly report (in Excel format) should include:

- A description of transactions;
- The number of tickets issued;
- The associated costs, including travel agent fees.

4.6 The annual report (also in Excel format) should provide:

- Annual statistics and details related to travel, including analysis and graphical charts

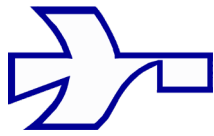
4.7 Other requirements

Bidders shall describe any relevant procedures for ensuring the continuity of the services provided and for appropriate backup and retraining, as well as any relevant procedures pertaining to project management and communication.

Bidders shall also confirm that their tenders cover all costs associated with the provision of the services referred to herein. Any other costs to be incurred by the Vendor, including any travel and subsistence costs incurred in the provision of the services at locations other than its own premises and specifically designated by the APPU shall be subject to the prior written consent of the APPU. No other fees shall be paid, with the exception of reimbursement of other unavoidable costs incurred for the successful delivery of the services, which shall also be subject to the prior written consent of the APPU.

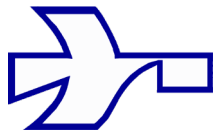
4.8 Additional information

Bidders may include any additional information that they deem necessary or relevant in order for the APPU to gain a clear and detailed understanding of the services being offered.



Pricing structure/commissions

Description	Commission (THB)
Domestic (i.e. within Thailand)	
International flight (e-ticket)	
International train journey (including seat reservation)	
Hotel reservation	
Reservation of a rental car	
Visa request	
Insurance request	
Reimbursement of a refund (for air travel)	
Cancellation or modification before ticket issuance	
Cancellation or modification after ticket issuance	
24/7 emergency travel assistance service (including one-off cost for ticket issuance)	



APPU travel procedures

The Administrative Section of APPU Bureau has primary responsibility for the management of APPU travel. However, administrative focal points for travel from other sections may authorize the issuance of tickets.

1 A list of the focal points who handle and authorize the travel within the APPU will be provided to the travel agent. Tickets may be issued only if authorized by a focal point.

2 The APPU Bureau, having received approval for travel from the Secretary-General's office, will contact the travel agency, preferably by e-mail, using the APPU reservation form (Annex 3).

3 The travel agency will send to the Bureau a minimum of three flight offers compliant with the APPU staff rules on travel (i.e. using the most economical means of transportation and the most direct route). On-demand, options by train should also be included (first-class travel is authorized).

5 Following authorization by the Bureau or focal point, the travel agent will send the e-ticket to the traveler, with a copy to the Bureau or focal point. The invoice must be sent electronically to the Bureau and focal point.